

# Claims

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Archive Date:03/01/2018

## Claims: Adjustment Requests

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Topic #814

### Allowed Claim

An allowed claim (or adjustment request) contains at least one service that is reimbursable. Allowed claims display on the Paid Claims Section of the RA (Remittance Advice) with a dollar amount greater than "0" in the allowed amount fields. Only an allowed claim, which is also referred to as a claim in an allowed status, may be adjusted.

Topic #815

### Denied Claim

A claim that was completely denied is considered to be in a denied status. To receive reimbursement for a claim that was completely denied, it must be corrected and submitted as a new claim.

Topic #512

### Electronic

#### 837 Transaction

Even if the original claim was submitted on paper, providers may submit electronic adjustment requests using an [837 \(837 Health Care Claim\) transaction](#).

#### Provider Electronic Solutions Software

The DHS (Department of Health Services) offers electronic billing software at no cost to providers. The PES (Provider Electronic Solutions) software allows providers to submit electronic adjustment requests using an 837 transaction. To obtain PES software, providers may download it from the [ForwardHealth Portal](#). For assistance installing and using PES software, providers may call the [EDI \(Electronic Data Interchange\) Helpdesk](#).

#### Portal Claim Adjustments

Providers can submit claim adjustments via the Portal. Providers may use the search function to find the specific claim to adjust. Once the claim is found, the provider can alter it to reflect the desired change and resubmit it to ForwardHealth. Any claim ForwardHealth has paid within 365 days of the DOS (date of service) can be adjusted and resubmitted on the Portal, regardless of how the claim was originally submitted.

Claim adjustments with DOS beyond the 365-day submission deadline should *not* be submitted electronically. Providers who attempt to submit a claim adjustment electronically for DOS beyond 365 days will have the entire amount of the claim recouped.

Requests for adjustments to claims with DOS beyond the 365-day submission deadline may be submitted using the [timely filing](#) process (a paper process) if the claim adjustment meets one of the [exceptions](#) to the claim submission deadline.

Topic #513

### Follow-Up

Providers who believe an error has occurred or their issues have not been satisfactorily resolved have the following options:

- Submit a new adjustment request if the previous adjustment request is in an allowed status.
- Submit a new claim for the services if the adjustment request is in a denied status.
- Contact [Provider Services](#) for assistance with paper adjustment requests.
- Contact the [EDI \(Electronic Data Interchange\) Helpdesk](#) for assistance with electronic adjustment requests.

Topic #515

### Paper

Paper adjustment requests must be submitted using the [Adjustment/Reconsideration Request \(F-13046 \(08/15\)\)](#) form.

Topic #816

### Processing

Within 30 days of receipt, ForwardHealth generally reprocesses the original claim with the changes indicated on the adjustment request and responds on ForwardHealth remittance information.

Topic #514

## Purpose

After reviewing both the claim and ForwardHealth [remittance information](#), a provider may determine that an allowed claim needs to be adjusted. Providers may file adjustment requests for reasons including the following:

- To correct billing or processing errors.
- To correct inappropriate payments (overpayments and underpayments).
- To add and delete services.
- To supply additional information that may affect the amount of reimbursement.
- To request professional consultant review (e.g., medical, dental).

Providers may initiate reconsideration of an allowed claim by submitting an adjustment request to ForwardHealth.

Topic #4857

## Submitting Paper Attachments with Electronic Claim Adjustments

Providers may submit [paper attachments to accompany electronic claim adjustments](#). Providers should refer to their [companion guides](#) for directions on indicating that a paper attachment will be submitted by mail.

## Good Faith Claims

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Topic #518

### Definition of Good Faith Claims

A good faith claim may be submitted when a claim is denied due to a discrepancy between the member's enrollment information in the claims processing system and the member's actual enrollment. If a member presents a temporary identification card for BadgerCare Plus or Family Planning Only Services, the provider should check the member's enrollment via Wisconsin's EVS (Enrollment Verification System) and, if the enrollment is not on file yet, make a photocopy of the member's temporary identification card.

When a member presents a [temporary ID card for EE \(Express Enrollment\) in BadgerCare Plus or Family Planning Only Services](#) but the member's enrollment is not on file yet in the EVS, the provider should check enrollment again in two days or wait one week to submit a claim to ForwardHealth. If, after two days, the EVS indicates that the member still is not enrolled or the claim is denied with an enrollment-related EOB (Explanation of Benefits) code, the provider should contact [Provider Services](#) for assistance.

When a member who received a real-time eligibility determination presents a temporary ID card but the member's enrollment is not on file yet in the EVS, the provider should wait up to one week to submit a claim to ForwardHealth. If the claim is denied with an enrollment-related EOB code, the provider should contact Provider Services for assistance.

## Overpayments

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Topic #528

### Adjustment Request vs. Cash Refund

Except for nursing home and hospital providers, cash refunds may be submitted to ForwardHealth in lieu of an adjustment request. However, whenever possible, providers should submit an adjustment request for returning overpayments since both of the following are true:

- A cash refund does not provide documentation for provider records as an adjustment request does. (Providers may be required to submit proof of the refund at a later time.)
- Providers are not able to further adjust the claim after a cash refund is done if an additional reason for adjustment is determined.

Topic #532

### Adjustment Requests

When correcting an overpayment through an adjustment request, providers may submit the adjustment request electronically or on paper. Providers should not submit provider-based billing claims through adjustment processing channels.

ForwardHealth processes an adjustment request if the provider is all of the following:

- Medicaid-enrolled on the DOS (date of service).
- Not currently under investigation for Medicaid fraud or abuse.
- Not subject to any intermediate sanctions under [DHS 106.08](#), Wis. Admin. Code.
- Claiming and receiving ForwardHealth reimbursement in sufficient amounts to allow the recovery of the overpayment within a very limited period of time. The period of time is usually no more than 60 days.

### Electronic Adjustment Requests

Wisconsin Medicaid will deduct the overpayment when the [electronic adjustment request](#) is processed. Providers should use the [companion guide](#) for the appropriate 837 (837 Health Care Claim) transaction when submitting adjustment requests.

### Paper Adjustment Requests

For [paper adjustment requests](#), providers are required to do the following:

- Submit an [Adjustment/Reconsideration Request \(F-13046 \(08/15\)\)](#) form through normal processing channels (not timely filing), regardless of the DOS.
- Indicate the reason for the overpayment, such as a duplicate reimbursement or an error in the quantity indicated on the claim.

After the paper adjustment request is processed, Wisconsin Medicaid will deduct the overpayment from future reimbursement amounts.

Topic #533

### Cash Refunds

When submitting a personal check to ForwardHealth for an overpayment, providers should include a copy of the RA (Remittance Advice) for the claim to be adjusted and highlight the affected claim on the RA. If a copy of the RA is not available, providers should indicate the ICN (internal control number), the NPI (National Provider Identifier) (if applicable), and the payee ID from the RA for the claim to be adjusted. The check should be sent to the following address:

ForwardHealth  
Financial Services Cash Unit  
313 Blettner Blvd  
Madison WI 53784

Topic #531

### ForwardHealth-Initiated Adjustments

ForwardHealth may initiate an adjustment when a retroactive rate increase occurs or when an improper or excess payment has been made. ForwardHealth has the right to pursue overpayments resulting from computer or clerical errors that occurred during claims processing.

If ForwardHealth initiates an adjustment to recover overpayments, ForwardHealth remittance information will include details of the adjustment in the Claims Adjusted Section of the paper RA (Remittance Advice).

Topic #530

### Requirements

As stated in [DHS 106.04\(5\)](#), Wis. Admin. Code, the provider is required to refund the overpayment within 30 days of the date of the overpayment if a provider receives overpayment for a

claim because of duplicate reimbursement from ForwardHealth or other health insurance sources.

In the case of all other overpayments (e.g., incorrect claims processing, incorrect maximum allowable fee paid), providers are required to return the overpayment within 30 days of the date of discovery.

The return of overpayments may occur through one of the following methods:

- Return of overpayment through the adjustment request process.
- Return of overpayment with a cash refund.
- Return of overpayment with a voided claim.
- ForwardHealth-initiated adjustments.

*Note:* Nursing home and hospital providers may not return an overpayment with a cash refund. These providers routinely receive retroactive rate adjustments, requiring ForwardHealth to reprocess previously paid claims to reflect a new rate. This is not possible after a cash refund is done.

Topic #8417

## Voiding Claims

Providers may void claims on the ForwardHealth Portal to return overpayments. This way of returning overpayments may be a more efficient and timely way for providers as a voided claim is a complete recoupment of the payment for the entire claim. Once a claim is voided, the claim can no longer be adjusted; however, the services indicated on the voided claim may be resubmitted on a new claim.

## Responses

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Topic #540

### An Overview of the Remittance Advice

The RA (Remittance Advice) provides important information about the processing of claims and adjustment requests as well as additional financial transactions such as refunds or recoupment amounts withheld. ForwardHealth provides [electronic RAs](#) to providers on their secure ForwardHealth Portal accounts when at least one claim, adjustment request, or financial transaction is processed. RAs are generated from the appropriate ForwardHealth program when at least one claim, adjustment request, or financial transaction is processed. An RA is generated regardless of how a claim or adjustment is submitted (electronically or on paper). Generally, payment information is released and an RA is generated by ForwardHealth no sooner than the first state business day following the financial cycle.

Providers are required to access their secure [ForwardHealth provider Portal account](#) to obtain their RA.

RAs are accessible to providers in a TXT (text) format via the secure Provider area of the Portal. Providers are also able to download the RA from their secure provider Portal account in a CSV (comma-separated values) format.

Topic #5091

### National Provider Identifier on the Remittance Advice

Health care providers who have a single NPI (National Provider Identifier) that is used for multiple enrollments will receive an RA for each enrollment with the same NPI reported on each of the RAs. For instance, if a hospital has obtained a single NPI and the hospital has a clinic, a lab, and a pharmacy that are all enrolled in Wisconsin Medicaid, the clinic, the lab, and the pharmacy will submit separate claims that indicate the same NPI as the hospital. Separate RAs will be generated for the hospital, the clinic, the lab, and the pharmacy.

Topic #4818

### Calculating Totals on the Remittance Advice for Adjusted and Paid Claims

The total amounts for all adjusted or paid claims reported on the RA (Remittance Advice) appear at the end of the adjusted claims and paid claims sections. ForwardHealth calculates the total for each section by adding the net amounts for all claims listed in that section. Cutback amounts are subtracted from the allowed amount to reach the total reimbursement for the claims.

*Note:* Some cutbacks that are reported in detail lines will appear as EOB (Explanation of Benefits) codes and will not display an exact dollar amount.

Topic #534

### Claim Number

Each claim or adjustment request received by ForwardHealth is assigned a unique claim number (also known as the ICN (internal control number)). However, denied real-time compound and noncompound claims are not assigned an ICN, but receive an authorization number. Authorization numbers are not reported to the RA (Remittance Advice) or 835 (835 Health Care Claim Payment/Advice).

### Interpreting Claim Numbers

The [ICN](#) consists of 13 digits that identify valuable information (e.g., the date the claim was received by ForwardHealth, how the claim was submitted) about the claim or adjustment request.

## Interpreting Claim Numbers

Each claim and adjustment received by ForwardHealth is assigned a unique claim number (also known as the internal control number or ICN). This number identifies valuable information about the claim and adjustment request. The following diagram and table provide detailed information about interpreting the claim number.



Type of Number and Description	Applicable Numbers and Description
<b>Region</b> — Two digits indicate the region. The region indicates how ForwardHealth received the claim or adjustment request.	10 — Paper Claims with No Attachments 11 — Paper Claims with Attachments 20 — Electronic Claims with No Attachments 21 — Electronic Claims with Attachments 22 — Internet Claims with No Attachments 23 — Internet Claims with Attachments 25 — Point-of-Service Claims 26 — Point-of-Service Claims with Attachments 40 — Claims Converted from Former Processing System 45 — Adjustments Converted from Former Processing System 50–59 — Adjustments 80 — Claim Resubmissions 90–91 — Claims Requiring Special Handling
<b>Year</b> — Two digits indicate the year ForwardHealth received the claim or adjustment request.	For example, the year 2008 would appear as 08.
<b>Julian date</b> — Three digits indicate the day of the year, by Julian date, that ForwardHealth received the claim or adjustment request.	For example, February 3 would appear as 034.
<b>Batch range</b> — Three digits indicate the batch range assigned to the claim.	The batch range is used internally by ForwardHealth.
<b>Sequence number</b> — Three digits indicate the sequence number assigned within the batch range.	The sequence number is used internally by ForwardHealth.

Topic #535

## Claim Status

ForwardHealth generally processes claims and adjustment requests within 30 days of receipt. Providers may check the status of a claim or adjustment request using the [AVR \(Automated Voice Response\)](#) system or the 276/277 (276/277 Health Care Claim Status Request and Response) transaction.

If a claim or adjustment request does not appear in claim status within 45 days of the date of submission, a copy of the original claim or adjustment request should be resubmitted through normal processing channels.

Topic #644

## ClaimCheck Review

ForwardHealth monitors all professional claims for compliance with reimbursement policy using an automated procedure coding review software known as McKesson ClaimCheck®. ClaimCheck reviews claims submitted for billing inconsistencies and errors during claims processing. Insurance companies, Medicare, and other state Medicaid programs use similar software.

EOB (Explanation of Benefits) codes specific to the ClaimCheck review appear in the TXT (text) RA (Remittance Advice) file and in the electronic 835 (835 Health Care Claim Payment/Advice) transactions.

ClaimCheck review does not change Medicaid or BadgerCare Plus policy on covered services but monitors compliance with policy more closely and reimburses providers appropriately.

## Areas Monitored by ClaimCheck

ForwardHealth uses ClaimCheck software to monitor the following situations:

- Unbundled procedures.
- Incidental/integral procedures.
- Mutually exclusive procedures.
- Medical visit billing errors.



- Preoperative and postoperative billing errors.
- Medically obsolete procedures.
- Assistant surgeon billing errors.
- Gender-related billing errors.

ClaimCheck will not review claims that have been denied for general billing errors, such as an invalid member identification number or an invalid or missing provider number. Providers will need to correct the general billing error and resubmit the claim, at which point ClaimCheck will review the claim.

## Unbundled Procedures

Unbundling occurs when two or more procedure codes are used to describe a procedure that may be better described by a single, more comprehensive procedure code. ClaimCheck considers the single, most appropriate procedure code for reimbursement when unbundling is detected.

If certain procedure codes are submitted, ClaimCheck rebundles them into the single most appropriate procedure code. For example, if a provider submits a claim with procedure codes 12035 (Repair, intermediate, wounds of scalp, axillae, trunk and/or extremities [excluding hands and feet]; 12.6 cm to 20.0 cm) and 12036 (Repair, intermediate, wounds of scalp, axillae, trunk and/or extremities [excluding hands and feet]; 20.1 cm to 30.0 cm), ClaimCheck rebundles them to procedure code 12037 (Repair, intermediate, wounds of scalp, axillae, trunk and/or extremities [excluding hands and feet]; over 30.0 cm).

ClaimCheck will also total billed amounts for individual procedures. For example, if the provider bills three procedures at \$20, \$30, and \$25, ClaimCheck rebundles them into a single procedure code, adds the three amounts, and calculates the billed amount for that rebundled code at \$75. Then, ForwardHealth reimburses the provider either the lesser of the billed amounts or the maximum allowable fee for that rebundled procedure code.

## Incidental/Integral Procedures

Incidental procedures are those procedures performed at the same time as a more complex primary procedure. These require few additional provider resources and are generally not considered necessary to the performance of the primary procedure. For example, the removal of an asymptomatic appendix is considered an incidental procedure when done during hysterectomy surgery.

Integral procedures are those procedures performed as part of a more complex primary procedure. For example, when a member undergoes a transurethral incision of the prostate, the cystourethroscopy (procedure code 52000) is considered integral to the performance of the prostate procedure and would be denied.

When a procedure is either incidental or integral to a major procedure, ClaimCheck considers only the primary procedure for reimbursement.

## Mutually Exclusive Procedures

Mutually exclusive procedures are procedures that would not be performed on a single member on the same day or that use different codes to describe the same type of procedure.

For example, procedure code 58260 (Vaginal hysterectomy, for uterus 250 g or less) and procedure code 58150 (Total abdominal hysterectomy [corpus and cervix], with or without removal of tube[s], with or without removal of ovary[s]) are mutually exclusive — either one or the other, but not both procedures, is performed.

When two or more procedures are mutually exclusive, ForwardHealth considers for reimbursement the procedure code with the highest provider-billed amount and denies the other code.

## Medical Visit Billing Errors

Medical visit billing errors occur if E&M (evaluation and management) services are reported separately when a substantial diagnostic or therapeutic procedure is performed. Under CMS (Centers for Medicare and Medicaid Services) guidelines, most E&M procedures are not allowed to be reported separately when a substantial diagnostic or therapeutic procedure is performed.

Medical visit edits monitor services included in CPT (Current Procedural Terminology) procedure ranges 92002-92019, 99024 (postoperative follow-up), 99026-99058 (special services), 99201-99456 (E&M codes) and HCPCS (Healthcare Common Procedure Coding System) codes S0620, S0621 (routine ophthalmological examinations).

ClaimCheck monitors medical visits based on the type of E&M service (i.e., initial or new patient; or follow-up or established patient services) and the complexity (i.e., major or minor) of the accompanying procedure.

For example, if a provider submits procedures 22630 (Arthrodesis, posterior interbody technique, including laminectomy and/or discectomy to prepare interspace [other than for decompression], single interspace; lumbar) and 99221 (Initial hospital care, per day), ClaimCheck denies procedure 99221 as a visit when submitted with procedure 22630 with the same DOS (date of service). Procedure code 22630 is a major procedure with a 90-day global surgical period.

## Preoperative and Postoperative Billing Errors

Preoperative and postoperative billing errors occur when E&M services are billed with surgical procedures during their preoperative and postoperative periods. ClaimCheck bases the preoperative and postoperative periods on designations in the CMS National Physician Fee Schedule.

For example, if a provider submits procedure code 99212 (Office or other outpatient visit for the evaluation and management of an established patient, which requires at least 2 of these 3 key components: A problem focused history; A problem focused examination; Straightforward medical decision making [10 minutes]) with a DOS of 11/02/08 and procedure 27750 (Closed treatment of tibial shaft fracture [with or without fibular fracture]; without manipulation) with a DOS of 11/03/08, ClaimCheck will deny procedure code 99212 as a preoperative visit because it is submitted with a DOS one day prior to the DOS for procedure code 27750.

## Medically Obsolete Procedures

Obsolete procedures are procedures that are no longer performed under prevailing medical standards. Claims for procedures designated as obsolete are denied.

## Assistant Surgeon Billing Errors

ClaimCheck development and maintenance of assistant surgeon values includes two designations, *always* and *never*. ClaimCheck uses the ACS (American College of Surgeons) as its primary source for determining assistant surgeon designations. ForwardHealth's list of procedure codes allowable with an assistant surgeon designation is consistent with ClaimCheck.

For example, if a provider bills procedure code 10040 (Acne surgery [eg, marsupialization, opening or removal of multiple milia, comedones, cysts, pustules]) with modifier 80 (assistant surgeon), ClaimCheck determines that the procedure does not require an assistant surgeon and denies the procedure code.

## Gender-Related Billing Errors

Gender-related billing errors occur when a provider submits a gender-specific procedure for a patient of the opposite sex. ForwardHealth has adopted ClaimCheck's designation of gender for procedure codes.

For example, if a provider submits procedure code 58150 (Total abdominal hysterectomy [corpus and cervix], with or without removal of tube[s], with or without removal of ovary[s]) for a male, ClaimCheck will deny the procedure based on the fact that procedure code 58150 is a female gender-specific procedure.

## Payments Denied as a Result of the ClaimCheck Review

Providers should take the following steps if they are uncertain about why particular services on a claim were denied:

- Review ForwardHealth remittance information for the specific reason for the denial.
- Review the claim submitted to ensure all information is accurate and complete.
- Consult current CPT and HCPCS publications to make sure proper coding instructions were followed.
- Consult current ForwardHealth publications to make sure current policy and billing instructions were followed.
- Call Provider Services for further information or explanation.

If a provider disagrees with ClaimCheck's determination, the provider may resubmit the claim with supporting documentation to Provider Service Written Correspondence. If the original claim is in an allowed status, the provider may submit an [Adjustment/Reconsideration Request \(F-13046 \(08/15\)\)](#) with supporting documentation and the words "medical consultant review requested" written on the form to Provider Services Written Correspondence.

Topic #4746

## Cutback Fields on the Remittance Advice for Adjusted and Paid Claims

Cutback fields indicate amounts that reduce the allowed amount of the claim. Examples of cutbacks include other insurance, member copayment, spenddown amounts, deductibles, or patient liability amounts. Amounts indicated in a cutback field are subtracted from the total allowed reimbursement.

Providers should note that cutback amounts indicated in the header of an adjusted or paid claim section apply only to the header. Not all cutback fields that apply to a detail line (such as copayments or spenddowns) will be indicated on the RA (Remittance Advice); the detail line EOB (Explanation of Benefits) codes inform providers that an amount was deducted from the total reimbursement but may not indicate the exact amount.

*Note:* Providers who receive [835 \(835 Health Care Claim Payment/Advice\)](#) transactions will be able to see all deducted amounts on paid and adjusted claims.

Topic #537

## Electronic Remittance Information

Providers are required to access their secure [ForwardHealth provider Portal account](#) to obtain their RAs (Remittance Advices). Electronic RAs on the Portal are not available to the following providers because these providers are not allowed to establish Portal accounts by their Provider Agreements:

- In-state emergency providers.
- Out-of-state providers.
- Out-of-country providers.

RAs are accessible to providers in a TXT (text) format or from a CSV (comma-separated values) file via the secure Provider area of the Portal.

### Text File

The TXT format file is generated by financial payer and listed by RA number and RA date on the secure provider Portal account under the "View Remittance Advices" menu. RAs from the last 121 days are available in the TXT format. When a user clicks on an RA, a pop-up window displays asking if the user would like to "Open" or "Save" the file. If "Open" is chosen, the document opens based on the user's application associated with opening text documents. If "Save" is chosen, the "Save As" window will open. The user can then browse to a location on their computer or network to save the document.

Users should be aware that "Word Wrap" must be turned off in the Notepad application. If it is not, it will cause distorted formatting. Also, users may need to resize the Notepad window in order to view all of the data. Providers wanting to print their files must ensure that the "Page Setup" application is set to the "Landscape" setting; otherwise the printed document will not contain all the information.

### Comma-Separated Values Downloadable File

A CSV file is a file format accepted by a wide range of computer software programs. Downloadable CSV-formatted RAs allow users the benefits of building a customized RA specific to their use and saving the file to their computer. The CSV file on a provider's Portal appears as linear text separated by commas until it is downloaded into a compatible software program. Once downloaded, the file may be saved to a user's computer and the data manipulated, as desired.

To access the CSV file, providers should select the "View Remittance Advices" menu at the top of the provider's Portal home page.

The CSV files are generated per financial payer and listed by RA number and RA date. A separate CSV file is listed for the last 10 RAs. Providers can select specific sections of the RA by date to download making the information easy to read and organize.

The CSV file may be downloaded into a Microsoft Office Excel spreadsheet or into another compatible software program, such as Microsoft Office Access or OpenOffice 2.2.1. OpenOffice is a free software program obtainable from the Internet. Google Docs and ZDNet also offer free spreadsheet applications. Microsoft Office Excel, a widely used program, is a spreadsheet application for Microsoft Windows and Mac OS X. For maximum file capabilities when downloading the CSV file, the 1995 Office Excel for Windows (Version 7.0) included in Office 95 or a newer version is recommended. Earlier versions of Microsoft Office Excel will work with the CSV file; however, files exceeding 65,000 lines may need to be split into smaller files when downloading using earlier versions. Microsoft Office Access can manage larger data files.

Refer to the CSV User Guide on the [Portal User Guides page](#) of the Portal for instructions about Microsoft Office Excel functions that can be used to manipulate RA data downloaded from the CSV file.

## 835

Electronic remittance information may be obtained using the [835 \(835 Health Care Claim Payment/Advice\)](#) transaction. It provides useful information regarding the processing of claims and adjustment requests, which includes the status or action taken on a claim, claim detail, adjustment, or adjustment detail for all claims and adjustments processed that week, regardless of whether they are reimbursed or denied. However, a real-time compound or noncompound claim will not appear on remittance information if the claim is denied by ForwardHealth. ForwardHealth releases payment information to the 835 no sooner than on the first state business day following the financial cycle.

## Provider Electronic Solutions Software

ForwardHealth offers electronic billing software at no cost to providers. The PES (Provider Electronic Solutions) software allows providers to submit electronic claims and claim reversals, and to download the 835 transaction. To obtain PES software, providers may download it from the [ForwardHealth Portal](#). For assistance installing and using PES software, providers may call the [EDI \(Electronic Data Interchange\) Helpdesk](#).

Topic #4822

## Explanation of Benefit Codes in the Claim Header and in the Detail Lines

EOB (Explanation of Benefits) codes are four-digit numeric codes specific to ForwardHealth that correspond to a printed message about the status or action taken on a claim, claim detail, adjustment, or adjustment detail.

The claim processing sections of the RA (Remittance Advice) report EOBs for the claim header information and detail lines, as appropriate. Header information is a summary of the information from the claim, such as the DOS (date of service) that the claim covers or the total amount paid for the claim. Detail lines report information from the claim details, such as specific procedure codes or revenue codes, the amount billed for each code, and the amount paid for a detail line item.

Header EOBs are listed below the claim header information and pertain only to the header information. Detail line EOBs are listed after each detail line and pertain only to the detail line.

### TEXT File

EOB codes and descriptions are listed in the RA information in the TXT (text) file.

### CSV File

EOB codes are listed in the RA information from the CSV (comma-separated values) file; however, the printed messages corresponding to the codes do not appear in the file. The [EOB Code Listing](#) matching standard EOB codes to explanation text is available on the Portal for reference.

Topic #13437

## ForwardHealth-Initiated Claim Adjustments

There are times when ForwardHealth must initiate a claim adjustment to address claim issues that do not require provider action and do not affect reimbursement.

Claims that are subject to this type of ForwardHealth-initiated claim adjustment will have EOB (Explanation of Benefits) code 8234 noted on the RA (Remittance Advice).

The adjusted claim will be assigned a new claim number, known as an ICN (internal control number). The new ICN will begin with "58." If the provider adjusts this claim in the future, the new ICN will be required when resubmitting the claim.

Topic #4820

## Identifying the Claims Reported on the Remittance Advice

The RA (Remittance Advice) reports the first 12 characters of the MRN (medical record number) and/or a PCN (patient control number), also referred to as Patient Account Number, submitted on the original claims. The MRN and PCN fields are located beneath the member's name on any section of the RA that reports claims processing information.

Providers are strongly encouraged to enter these numbers on claims. Entering the MRN and/or the PCN on claims may assist providers in identifying the claims reported on the RA.

*Note:* Claims processing sections for dental and drug claims do not include the MRN or the PCN.

Topic #11537

## National Correct Coding Initiative

As part of the federal PPACA (Patient Protection and Affordable Care Act) of 2010, the CMS (Centers for Medicare and Medicaid Services) are required to promote correct coding and control improper coding leading to inappropriate payment of claims under Medicaid. The NCCI (National Correct Coding Initiative) is the CMS response to this requirement. The NCCI includes the creation and implementation of claims processing edits to ensure correct coding on claims submitted for Medicaid reimbursement.

ForwardHealth is required to implement the NCCI in order to monitor all professional claims and outpatient hospital claims submitted with CPT (Current Procedural Terminology) or HCPCS (Healthcare Common Procedure Coding System) procedure codes for Wisconsin Medicaid, BadgerCare Plus, WCDP (Wisconsin Chronic Disease Program), and Family Planning Only Services for compliance with the following NCCI edits:

- MUE (Medically Unlikely Edits), or units-of-service detail edits.
- Procedure-to-procedure detail edits.

The NCCI editing will occur in addition to/along with current procedure code review and editing completed by McKesson ClaimCheck<sup>®</sup> and in ForwardHealth interChange.

### Medically Unlikely Detail Edits

MUE, or units-of-service detail edits, define the maximum units of service that a provider would report under most circumstances for a single member on a single DOS (date of service) for each CPT or HCPCS procedure code. If a detail on a claim is denied for MUE, providers will receive an EOB (Explanation of Benefits) code on the RA (Remittance Advice) indicating that the detail was denied due to NCCI.

An example of an MUE would be if procedure code 11100 (i.e., biopsy of skin lesion) was billed with a quantity of two or more. This procedure is medically unlikely to occur more than once; therefore, if it is billed with units greater than one, the detail will be denied.

### Procedure-to-Procedure Detail Edits

Procedure-to-procedure detail edits define pairs of CPT or HCPCS codes that should not be reported together on the same DOS for a variety of reasons. This edit applies across details on a single claim or across different claims. For example, an earlier claim that was paid may be denied and recouped if a more complete code is billed for the same DOS on a separate claim. If a detail on a claim is denied for procedure-to-procedure edit, providers will receive an EOB code on the RA indicating that the detail was denied due to NCCI.

An example of a procedure-to-procedure edit would be if procedure codes 11451 (i.e., removal of a sweat gland lesion) and 93000 (i.e., electrocardiogram) were billed on the same claim for the same DOS. Procedure code 11451 describes a more complex service than procedure code 93000, and therefore, the secondary procedure would be denied.

### Quarterly Code List Updates

The CMS will issue quarterly revisions to the table of codes subject to NCCI edits that ForwardHealth will adopt and implement. Refer to the [CMS Medicaid website](#) for downloadable code lists.

### Claim Details Denied as a Result of National Correct Coding Initiative Edits

Providers should take the following steps if they are uncertain why particular services on a claim were denied:

- Review ForwardHealth remittance information for the EOB message related to the denial.
- Review the claim submitted to ensure all information is accurate and complete.
- Consult current CPT and HCPCS publications to make sure proper coding instructions were followed.
- Consult current ForwardHealth publications, including the Online Handbook, to make sure current policy and billing instructions were followed.
- Call [Provider Services](#) for further information or explanation.

If reimbursement for a claim or a detail on a claim is denied due to an MUE or procedure-to-procedure edit, providers may appeal the denial. Following are instructions for submitting an appeal:

- Complete the [Adjustment/Reconsideration Request \(F-13046 \(08/15\)\)](#) form. In Element 16, select the "Consultant review requested" checkbox and the "Other/comments" checkbox. In the "Other/comments" text box, indicate "Reconsideration of an NCCI denial."
- Attach notes/supporting documentation.
- Submit a claim, Adjustment/Reconsideration Request, and additional notes/supporting documentation to ForwardHealth for processing.

Topic #539

## Obtaining the Remittance Advice

Providers are required to access their secure ForwardHealth provider Portal account to obtain RAs (Remittance Advice). The secure Portal allows providers to conduct business and exchange electronic transactions with ForwardHealth. A separate Portal account is required for each financial payer.

Providers who do not have a [ForwardHealth provider Portal account](#) may request one.

RAs are accessible to providers in a TXT (text) format via the secure provider Portal account. The TXT format file is generated per financial payer and listed by RA number and RA date on the secure provider Portal account under "View Remittance Advices" menu at the top of the provider's Portal home page. RAs from the last 121 days are available in the TXT format.

Providers can also access RAs in a CSV (comma-separated values) format from their secure provider Portal account. The CSV files are generated per financial payer and listed by RA number and RA date on the secure provider Portal account under "View Remittance Advices" menu at the top of the provider's Portal home page. A separate CSV file is listed for the last 10 RAs.

Topic #4745

## Overview of Claims Processing Information on the Remittance Advice

The claims processing sections of the RA (Remittance Advice) include information submitted on claims and the status of the claims. The claim status designations are paid, adjusted, or denied. The RA also supplies information about why the claim was adjusted or denied or how the reimbursement was calculated for the payment.

The claims processing information in the RA is grouped by the type of claim and the status of the claim. Providers receive claims processing sections that correspond to the types of claims that have been finalized during the current financial cycle.

The claims processing sections reflect the types of claims submitted, such as the following:

- Compound drug claims
- Dental claims
- Noncompound drug claims
- Inpatient claims
- Long term care claims
- Medicare crossover institutional claims
- Medicare crossover professional claims
- Outpatient claims
- Professional claims

The claims processing sections are divided into the following status designations:

- Adjusted claims
- Denied claims
- Paid claims

Claim Types	Provider Types
Dental claims	Dentists, dental hygienists, HealthCheck agencies that provide dental services
Inpatient claims	Inpatient hospital providers and institutes for mental disease providers
Long term care claims	Nursing homes
Medicare crossover institutional claims	Most providers who submit claims on the UB-04
Medicare crossover professional claims	Most providers who submit claims on the 1500 Health Insurance Claim Form
Noncompound and compound drug claims	Pharmacies and dispensing physicians
Outpatient claims	Outpatient hospital providers and hospice providers
Professional claims	Ambulance providers, ambulatory surgery centers, anesthesiologist assistants, audiologists, case management providers, certified registered nurse anesthetists, chiropractors, community care organizations, community support programs, crisis intervention providers, day treatment providers, family planning clinics, federally qualified health centers, HealthCheck providers, HealthCheck "Other Services" providers, hearing instrument specialists, home health agencies, independent labs, individual medical supply providers, medical equipment vendors, mental health/substance abuse clinics, nurses in independent practice, nurse practitioners, occupational therapists, opticians, optometrists, personal care agencies, physical therapists, physician assistants, physician clinics, physicians, podiatrists, portable X-ray providers, prenatal care coordination providers, psychologists, rehabilitation agencies, respiratory therapists, rural health clinics, school-based services providers, specialized medical vehicle providers, speech and hearing clinics, speech-language pathologists, therapy groups

Topic #4821

## Prior Authorization Number on the Remittance Advice

The RA (Remittance Advice) reports PA (prior authorization) numbers used to process the claim. PA numbers appear in the detail lines of claims processing information.

Topic #4418

## Reading Non-Claims Processing Sections of the Remittance Advice

### Address Page

In the TXT (text) file, the Address page displays the provider name and "Pay to" address of the provider.

## Banner Messages

The Banner Messages section of the RA (Remittance Advice) contains important, time-sensitive messages for providers. For example, banner messages might inform providers of claim adjustments initiated by ForwardHealth, claim submission deadlines, and dates of upcoming training sessions. It is possible for each RA to include different messages; therefore, providers who receive multiple RAs should read all of their banner messages.

Banner messages appear on the TXT file, but not on the CSV (comma-separated values) file. Banner messages are posted in the "View Remittance Advices" menu on the provider's secure Portal account.

## Explanation of Benefits Code Descriptions

[EOB \(Explanation of Benefits\) code descriptions](#) are listed in the RA information in the TXT file.

EOB codes are listed in the RA information from the CSV file; however, the printed messages corresponding to the codes do not appear in the file.

## Financial Transactions Page

The Financial Transactions section details the provider's weekly financial activity. Financial transactions reported on the RA include payouts, refunds, accounts receivable, and payments for claims.

Payouts are payments made to the provider by ForwardHealth that do not correspond to a specific claim (i.e., nursing home assessment reimbursement).

Refunds are payments made to providers for overpayments.

The Accounts Receivable section displays the accounts receivable for amounts owed by providers. The accounts receivable is set to automatically recover any outstanding balance so that money owed is automatically recouped from the provider. If the full amount cannot be recouped during the current financial cycle, an outstanding balance will appear in the "Balance" column.

In the Accounts Receivable section, the "Amount Recouped In Current Cycle" column, when applicable, shows the recoupment amount for the financial cycle as a separate number from the "Recoupment Amount To Date." The "Recoupment Amount To Date" column shows the total amount recouped for each accounts receivable, *including* the amount recouped in the current cycle. The "Total Recoupment" *line* shows the sum of all recoupments to date in the "Recoupment Amount To Date" column and the sum of all recoupments for the current financial cycle in the "Amount Recouped In Current Cycle" column.

For each claim adjustment listed on the RA, a separate accounts receivable will be established and will be listed in the Financial Transactions section. The accounts receivable will be established for the entire amount of the original paid claim. This reflects the way ForwardHealth adjusts claims — by first recouping the entire amount of the original paid claim.

Each new claim adjustment is assigned an identification number called the "Adjustment ICN (internal control number)." For other financial transactions, the adjustment ICN is determined by the following formula.

Type of Character and Description	Applicable Characters and Description
Transaction — The first character indicates the type of financial transaction that created the accounts receivable.	V — Capitation adjustment  1 — OBRA Level 1 screening void request  2 — OBRA Nurse Aide Training/Testing void request
Identifier — 10 additional numbers are assigned to complete the Adjustment ICN.	The identifier is used internally by ForwardHealth.

## Service Code Descriptions

The Service Code Descriptions section lists all the service codes (i.e., procedure codes or revenue codes) reported on the RA with their corresponding descriptions.

## Summary

The Summary section reviews the provider's claim activity and financial transactions with the payer (Medicaid, ADAP (Wisconsin AIDS Drug Assistance Program), WCDP (Wisconsin Chronic Disease Program), or WWWP (Wisconsin Well Woman Program)) for the current financial cycle, the month-to-date, and the year-to-date, if applicable.

Under the "Claims Data" heading, providers can review the total number of claims that have been paid, adjusted, or denied along with the total amount reimbursed for all paid and adjusted claims. Only WWWP providers will see amounts reported for "Claims in Process." Other providers will always see zeroes in these fields.

Under the "Earnings Data" heading, providers will see total reimbursement amounts for other financial transactions, such as reimbursement for OBRA (Omnibus Budget Reconciliation Act of 1987) Level 1 screening, reimbursement for OBRA Nurse Aid Training/Testing, and capitation payments.

*Note:* HMOs should note that capitation payments are only reported in the Summary section of the RA. HMOs receive supplemental reports of their financial transactions from ForwardHealth.

The "Earnings Data" portion also summarizes refunds and voids and reports the net payment for the current financial cycle, the month-to-date, and the year-to-date, if applicable.

Providers should note that the Summary section will include outstanding checks 90 days after issuance and/or payments made to lien holders, if applicable.

Topic #368

## Reading the Claim Adjustments Section of the Remittance Advice

Providers receive a Claim Adjustments section in the RA (Remittance Advice) if any of their claims were adjusted during the current financial cycle. A claim may be adjusted because one of the following occurred:

- An adjustment request was submitted by the provider.
- ForwardHealth initiated an adjustment.
- A cash refund was submitted to ForwardHealth.

To adjust a claim, ForwardHealth recoups the *entire amount* of the original paid claim and calculates a new payment amount for the claim adjustment. ForwardHealth does not recoup the *difference* — or pay the *difference* — between the original claim amount and the claim adjustment amount.

In the Claim Adjustments section, the original claim information in the claim header is surrounded by parentheses. Information about the claim adjustment appears directly below the original claim header information. Providers should check the Adjustment EOB (Explanation of Benefits) code(s) for a summary of why the claim was adjusted; other header EOBs will provide additional information.

The Claim Adjustments section only lists detail lines for a claim adjustment if that claim adjustment has detail line EOBs. This section does not list detail lines for the original paid claim.

*Note:* For adjusted compound and noncompound claims, only the compound drug sections include detail lines.

Below the claim header and the detail information will be located one of three possible responses with a corresponding dollar amount: "Additional Payment," "Overpayment To Be Withheld," or "Refund Amount Applied." The response indicated depends on the difference between the original claim amount and the claim adjustment amount.

If the difference is a positive dollar amount, indicating that ForwardHealth owes additional monies to the provider, then the amount appears in the "Additional Payment" line.

If the difference is a negative dollar amount, indicating that the provider owes ForwardHealth additional monies, then the amount appears in the "Overpayment To Be Withheld" line. ForwardHealth automatically withholds this amount from payments made to the provider during the same financial cycle or during subsequent financial cycles, if necessary. This amount also appears in the Financial Transactions section as an outstanding balance under "Accounts Receivable."

An amount appears for "Refund Amount Applied" if ForwardHealth makes a payment to refund a cash receipt to a provider.

Topic #4824

## Reading the Claims Denied Section of the Remittance Advice

Providers receive a [Claims Denied](#) section in the RA (Remittance Advice) if any of their claims were denied during the current financial cycle.

In the denied claims section, providers will see the original claim header information reported along with EOB (Explanation of Benefits) codes for the claim header and the detail lines, as applicable. Providers should refer to the EOB Code Description section of the RA to determine why the claim was denied.

Sample Professional Services Claims Denied Section of the Remittance Advice

Remittance Advice - Professional Service Claims Denied Sample. Includes fields for REPORT, RAB, PAYER, FORWARDHEALTH INTERCHANGE, DATE, MM/DD/CCYY, PAYEE ID, NPI, CHECK/EFT NUMBER, PAYMENT DATE, and a detailed table of denied claims with columns for PROC CD, MODIFIERS, ALLM UNITS, SERVICE DATES, RENDERING PROVIDER, PA NUMBER, BILLED AMT, and DETAIL BOBS.

Topic #4825

Reading the Claims Paid Section of the Remittance Advice

Providers receive a Claims Paid section in the RA (Remittance Advice) if any of their claims were determined payable during the current financial cycle.

In a paid claims section, providers will see the original claim information reported along with EOB (Explanation of Benefits) codes for both the header and the detail lines, if applicable. Providers should refer to the EOB Code Description section of the RA for more information about how the reimbursement amount was determined.



### Sample Professional Services Claims Paid Section of the Remittance Advice

Remittance Advice — Professional Service Claims Paid Sample									
REPORT: CRA-HCPD-R	FORWARDHEALTH INTERCHANGE				DATE: MM/DD/CCYY				
RA#: 999999999	<Financial Cycle Description>				PAGE: 9,999				
PAYER: XXXX	PROVIDER REMITTANCE ADVICE								
				PROFESSIONAL SERVICE CLAIMS PAID					
XX					PAYEE ID	999999999999999			
XX					NPI	999999999			
XX					CHECK/EFT NUMBER	999999999			
XX					PAYMENT DATE	MM/DD/CCYY			
--ICN--	PCN	MRN	SERVICE DATES FROM TO	BILLED AMT ALLOWED AMT	OTH INS AMT SPENDDOWN AMT	COPAY AMT CO-INS CB	PAID AMT OUTPAT DED		
MEMBER NAME: XX									
MEMBER NO.:			XXXXXXXXXXXXXX						
RRYYJJBBSSSS	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX	MMDDYY MMDDYY	9,999,999.99	9,999,999.99	999,999.99	9,999,999.99		
				9,999,999.99	999,999.99	999,999.99			
HEADER BOBS: 9999									
PROC CD	MODIFIERS	SERVICE DATES FROM TO	ALLM UNITS	RENDERING PROVIDER	PA NUMBER	BILLED AMT	ALLOWED AMT	PAID AMT	DETAIL BOBS
XXXXX	XX XX XX XX	MMDDYY MMDDYY	9999.99	XXX XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXX	9999 9999 9999 9999	9999 9999 9999 9999	9999 9999 9999 9999	9999 9999 9999 9999
XXXXX	XX XX XX XX	MMDDYY MMDDYY	9999.99	999,999.99	9,999,999.99	9,999,999.99	9,999,999.99	9,999,999.99	9999 9999 9999 9999
XXXXX	XX XX XX XX	MMDDYY MMDDYY	9999.99	XXX XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXX	9999 9999 9999 9999	9999 9999 9999 9999	9999 9999 9999 9999	9999 9999 9999 9999
XXXXX	XX XX XX XX	MMDDYY MMDDYY	9999.99	999,999.99	9,999,999.99	9,999,999.99	9,999,999.99	9,999,999.99	9999 9999 9999 9999
XXXXX	XX XX XX XX	MMDDYY MMDDYY	9999.99	XXX XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXX	9999 9999 9999 9999	9999 9999 9999 9999	9999 9999 9999 9999	9999 9999 9999 9999
XXXXX	XX XX XX XX	MMDDYY MMDDYY	9999.99	999,999.99	9,999,999.99	9,999,999.99	9,999,999.99	9,999,999.99	9999 9999 9999 9999
TOTAL PROFESSIONAL SERVICE CLAIMS PAID:				99,999,999.99	99,999,999.99	9,999,999.99	99,999,999.99		
TOTAL NO. PAID:				999,999	999,999	9,999,999	9,999,999		

Topic #4828

## Remittance Advice Financial Cycles

Each financial payer (Medicaid, ADAP (Wisconsin AIDS Drug Assistance Program), WCDP (Wisconsin Chronic Disease Program), and WWWP (Wisconsin Well Woman Program)) has separate financial cycles that occur on different days of the week. RAs (Remittance Advices) are generated and posted to secure provider Portal accounts after each financial cycle is completed. Therefore, RAs may be generated and posted to secure provider ForwardHealth Portal accounts from different payers on different days of the week.

Certain financial transactions may run on a daily basis, including non-claim related payouts and stop payment reissues. Providers may have access to the RAs generated and posted to secure provider Portal accounts for these financial transactions at any time during the week.

Topic #4827

## Remittance Advice Generated by Payer and by Provider Enrollment

RAs (Remittance Advices) are generated and posted to secure provider Portal accounts from one or more of the following ForwardHealth financial payers:

- Wisconsin Medicaid (Wisconsin Medicaid is the financial payer for the Medicaid, BadgerCare Plus, and SeniorCare programs)
- ADAP (Wisconsin AIDS Drug Assistance Program)
- WCDP (Wisconsin Chronic Disease Program)
- WWWP (Wisconsin Well Woman Program)

A separate Portal account is required for each financial payer.

*Note:* Each of the four payers generate separate RAs for the claims, adjustment requests, or other financial transactions submitted to the payer. A provider who submits claims, adjustment requests, or other financial transactions to more than one of these payers may receive several RAs.

The RA is generated per provider enrollment. Providers who have a single NPI (National Provider Identifier) that is used for multiple enrollments should be aware that an RA will be generated for each enrollment, but the same NPI will be reported on each of the RAs.

For instance, a hospital has obtained a single NPI. The hospital has a clinic, a lab, and a pharmacy that are all enrolled with ForwardHealth. The clinic, the lab, and the pharmacy submit separate claims that indicate the same NPI as the hospital. Separate RAs will be generated for the hospital, the clinic, the lab, and the pharmacy.

Topic #6237

## Reporting a Lost Check

To report a lost check to ForwardHealth, providers are required to mail or fax a letter to ForwardHealth Financial Services. Providers are required to include the following information in the letter:

- Provider's name and address, including the ZIP+4 code.
- Provider's identification number.
  - For healthcare providers, include the NPI (National Provider Identifier) and taxonomy code.
  - For non-healthcare providers, include the provider identification number.
- Check number, check date, and check amount. (This should be recorded on the RA (Remittance Advice).)
- A written request to stop payment and reissue the check.

- The signature of an authorized financial representative. (An individual provider is considered his or her own authorized financial representative.)

Fax the letter to ForwardHealth at (608) 221-4567 or mail it to the following address:

ForwardHealth  
Financial Services  
313 Blettner Blvd  
Madison WI 53784

Topic #5018

## Searching for and Viewing All Claims on the Portal

All claims, including compound, noncompound, and dental claims, are available for viewing on the ForwardHealth Portal.

To search and view claims on the Portal, providers may do the following:

- Go to the Portal.
- Log in to the secure Provider area of the Portal.
- The most recent claims processed by ForwardHealth will be viewable on the provider's home page or the provider may select "claim search" and enter the applicable information to search for additional claims.
- Select the claim the provider wants to view.

Topic #4829

## Sections of the Remittance Advice

The RA (Remittance Advice) information in the TXT (text) file includes the following sections:

- Address page
- Banner messages
- Paper check information, if applicable
- Claims processing information
- EOB (Explanation of Benefits) code descriptions
- Financial transactions
- Service code descriptions
- Summary

The RA information in the CSV (comma-separated values) file includes the following sections:

- Payment
- Payment hold
- Service codes and descriptions
- Financial transactions
- Summary
- Inpatient claims
- Outpatient claims
- Professional claims
- Medicare crossovers — Professional
- Medicare crossovers — Institutional
- Compound drug claims
- Noncompound drug claims
- Dental claims
- Long term care claims
- Financial transactions
- Summary

Providers can select specific sections of the RA in the CSV file within each RA date to be downloaded making the information easy to read and to organize.

## Remittance Advice Header Information

The first page of each section of the RA (except the address page of the TXT file) displays the same RA header information.

The following fields are on the left-hand side of the header:

- The technical name of the RA section (e.g., CRA-TRAN-R), which is an internal ForwardHealth designation
- The RA number, which is a unique number assigned to each RA that is generated
- The name of the payer (Medicaid, ADAP (Wisconsin AIDS Drug Assistance Program), WCDP (Wisconsin Chronic Disease Program), or WWWP (Wisconsin Well Woman Program))
- The "Pay to" address of the provider. The "Pay to" address is used for mailing purposes.

The following information is in the middle of the header:

- A description of the financial cycle
- The name of the RA section (e.g., "Financial Transactions" or "Professional Services Claims Paid")

The right-hand side of the header reports the following information:

- The date of the financial cycle and date the RA was generated
- The page number
- The "Payee ID" of the provider. A payee ID is defined as the identification number of a unique entity receiving payment for goods and/or services from ForwardHealth. The payee ID is up to 15 characters long and may be based on a pre-existing identification number, such as the Medicaid provider number. The payee ID is an internal ForwardHealth designation. The Medicaid provider number will display in this field for providers who do not have an NPI (National Provider Identifier).
- The NPI of the provider, if applicable. This field will be blank for those providers who do not have an NPI.
- The number of the check issued for the RA, if applicable
- The date of payment on the check, if applicable

Topic #544

## Verifying Accuracy of Claims Processing

After obtaining ForwardHealth remittance information, providers should compare it to the claims or adjustment requests to verify that ForwardHealth processed elements of the claims or adjustment requests as submitted. To ensure correct reimbursement, providers should do the following:

- Identify and correct any discrepancy that affected the way a claim processed.
- Correct and resubmit claims that are denied.
- Submit an adjustment request for allowed claims that require a change or correction.

When posting a payment or denial to a member's account, providers should note the date on the ForwardHealth remittance information that indicates that the claim or adjustment has finalized. Providers are required to supply this information if further follow-up actions are necessary.

## Responsibilities

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Topic #516

### Accuracy of Claims

The provider is responsible for the accuracy, truthfulness, and completeness of all claims submitted whether prepared or submitted by the provider or by an outside billing service or clearinghouse.

Providers may submit claims only *after* the service is provided.

A provider may not seek reimbursement from ForwardHealth for a [noncovered service](#) by charging ForwardHealth for a [covered service](#) that was not actually provided to the member and then applying the reimbursement toward the noncovered service. In addition, a provider may not seek reimbursement for two separate covered services to receive additional reimbursement over the maximum allowed amount for the one service that was provided. Such actions are considered fraudulent.

Topic #547

### Submission Deadline

ForwardHealth recommends that providers submit claims at least on a monthly basis. Billing on a monthly basis allows the maximum time available for filing and refiling before the mandatory submission deadline.

With few exceptions, state and federal laws require that providers submit correctly completed claims before the submission deadline.

Providers are responsible for resolving claims. Members are not responsible for resolving claims. To resolve claims before the submission deadline, ForwardHealth encourages providers to use all available resources.

### Claims

To receive reimbursement, claims and adjustment requests must be received within 365 days of the DOS (date of service). This deadline applies to claims, corrected claims, and adjustments to claims.

### Crossover Claims

To receive reimbursement for services that are allowed by Medicare, claims and adjustment requests for coinsurance, copayment, and deductible must be received within 365 days of the DOS or within 90 days of the Medicare processing date, whichever is later. This deadline applies to all claims, corrected claims, and adjustments to claims. Providers should submit these claims through normal processing channels (not timely filing).

### Exceptions to the Submission Deadline

State and federal laws provide eight exceptions to the submission deadline. According to federal regulations and [DHS 106.03](#), Wis. Admin. Code, ForwardHealth may consider exceptions to the submission deadline only in the following circumstances:

- Change in a nursing home resident's [LOC \(level of care\)](#) or [liability amount](#).
- Decision made by a court order, fair hearing, or the DHS (Department of Health Services).
- Denial due to discrepancy between the member's enrollment information in ForwardHealth interChange and the member's actual enrollment.
- Reconsideration or recoupment.
- Retroactive enrollment for persons on GR (General Relief).
- Medicare denial occurs after ForwardHealth's submission deadline.
- Refund request from an other health insurance source.
- Retroactive member enrollment.

ForwardHealth has no authority to approve any other exceptions to the submission deadline.

Claims or adjustment requests that meet one of the exceptions to the submission deadline may be submitted to [Timely Filing](#).

Topic #517

### Usual and Customary Charges

For most services, providers are required to indicate their usual and customary charge when submitting claims. The usual and customary charge is the provider's charge for providing the same service to persons not entitled to the program's benefits. For providers using a sliding fee scale, the usual and customary charge is the median of the individual provider's charge for the service when provided to non-program patients. For providers who have not established usual and customary charges, the charge should be reasonably related to the provider's cost for providing the service.

Providers may not discriminate against BadgerCare Plus or Medicaid members by charging a higher fee for the same service than that charged to a private-pay patient.

For services requiring a member copayment, providers should still indicate their usual and customary charge. The copayment amount collected from the member should not be deducted from the charge submitted. When applicable, ForwardHealth automatically deducts the copayment amount.

For most services, ForwardHealth reimburses the lesser of the provider's usual and customary charge, plus a professional dispensing fee, if applicable, or the maximum allowable fee established.

## Submission

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Topic #17797

### 1500 Health Insurance Claim Form Completion Instructions

These instructions are for the completion of the 1500 Health Insurance Claim Form ((02/12)) for ForwardHealth. Refer to the [1500 Health Insurance Claim Form Reference Instruction Manual for Form Version 02/12](#), prepared by the NUCC (National Uniform Claim Committee) and available on their website, to view instructions for all item numbers not listed below.

Use the following claim form completion instructions, in conjunction with the 1500 Health Insurance Claim Form Reference Instruction Manual for Form Version 02/12, prepared by the NUCC, to avoid denial or inaccurate claim payment. Be advised that every code used is required to be a valid code, even if it is entered in a non-required field. Do not include attachments unless instructed to do so.

Members enrolled in BadgerCare Plus or Medicaid receive a ForwardHealth member identification card. Always verify a member's enrollment before providing nonemergency services to determine if there are any limitations to covered services and to obtain the correct spelling of the member's name.

*When submitting a claim with multiple pages, providers are required to indicate page numbers using the format "Page X of X" in the upper right corner of the claim form.*

Other health insurance sources (e.g., commercial insurance, Medicare, Medicare Advantage Plans) must be billed prior to submitting claims to ForwardHealth, unless the service does not require commercial insurance billing as determined by ForwardHealth. When submitting paper claims, if the member has any other commercial health insurance, providers are required to complete and submit an [Explanation of Medical Benefits form](#), along with the completed paper claim.

Submit completed paper claims and the completed Explanation of Medical Benefits form, as applicable, to the following address:

ForwardHealth  
Claims and Adjustments  
313 Blettner Blvd  
Madison WI 53784

#### **Item Number 6 — Patient Relationship to Insured**

Enter "X" in the "Self" box to indicate the member's relationship to insured when Item Number 4 is completed. Only one box can be marked.

#### **Item Number 9 — Other Insured's Name (not required)**

This field is not required on the claim.

*Note:* When submitting paper claims to ForwardHealth, if the member has any other health insurance sources (e.g., commercial insurance, Medicare, Medicare Advantage Plans), providers are required to complete and submit a separate [Explanation of Medical Benefits form](#) for each other payer as an attachment(s) to their completed paper claim.

#### **Item Number 9a — Other Insured's Policy or Group Number (not required)**

This field is not required on the claim.

*Note:* When submitting paper claims to ForwardHealth, if the member has any other health insurance sources (e.g., commercial insurance, Medicare, Medicare Advantage Plans), providers are required to complete and submit a separate [Explanation of Medical Benefits form](#) for each other payer as an attachment(s) to their completed paper claim.

#### **Item Number 9d — Insurance Plan Name or Program Name (not required)**

This field is not required on the claim.

*Note:* When submitting paper claims to ForwardHealth, if the member has any other health insurance sources (e.g., commercial insurance, Medicare, Medicare Advantage Plans), providers are required to complete and submit a separate [Explanation of Medical Benefits form](#) for each other payer as an attachment(s) to their completed paper claim.

#### **Item Number 10d — Claim Codes (Designated by NUCC)**

When applicable, enter the Condition Code. The Condition Codes approved for use on the 1500 Health Insurance Claim Form are available on the [NUCC website under Code Sets](#).

#### **Item Number 11 — Insured's Policy Group or FECA Number (not required)**

This field is not required on the claim.

*Note:* When submitting paper claims to ForwardHealth, if the member has any other health insurance sources (e.g., commercial insurance, Medicare, Medicare Advantage Plans), providers are required to complete and submit a separate [Explanation of Medical Benefits form](#) for each other payer as an attachment(s) to their completed paper claim.

#### **Item Number 11d — Is There Another Health Benefit Plan?**

This field is not used for processing by ForwardHealth.

#### **Item Number 19 — Additional Claim Information (Designated by NUCC)**

When applicable, enter provider identifiers or taxonomy codes. A list of applicable qualifiers are defined by the NUCC and can be found in the NUCC 1500 Health Insurance Claim Form Reference Instruction Manual for Form Version 02/12, prepared by the NUCC.

If a provider bills an [unlisted \(or not otherwise classified\) procedure code](#), a description of the procedure must be indicated in this field. If a more specific code is not available, the provider is required to submit the appropriate documentation, which could include a PA (prior authorization) request, to justify use of the unlisted procedure code and to describe the procedure or service rendered.

#### **Item Number 22 — Resubmission Code and/or Original Reference Number**

This field is not used for processing by ForwardHealth.

**Section 24**

The six service lines in section 24 have been divided horizontally. Enter service information in the bottom, unshaded area of the six service lines. The horizontal division of each service line is not intended to allow the billing of 12 lines of service.

*For provider-administered drugs:* NDCs (National Drug Codes) must be indicated in the shaded area of Item Numbers 24A-24G. Each NDC must be accompanied by an NDC qualifier, unit qualifier, and units. To indicate an NDC, providers should do the following:

- Indicate the NDC qualifier N4, followed by the 11-digit NDC, with no space in between.
- Indicate one space between the NDC and the unit qualifier.
- Indicate one unit qualifier (F2 [International unit], GR [Gram], ME [Milligram], ML [Milliliter], or UN [Unit]), followed by the NDC units, with no space in between.

For additional information about submitting a 1500 Health Insurance Claim Form with supplemental NDC information, refer to the completion instructions located under "Section 24" in the Field Specific Instructions section of the NUCC's 1500 Health Insurance Claim Form Reference Instruction Manual for Form Version 02/12.

**Item Number 24C — EMG**

Enter a "Y" in the unshaded area for each procedure performed as an emergency. If the procedure was not an emergency, leave this field blank.

**Item Number 29 — Amount Paid (not required)**

This field is not required on the claim.

*Note:* When submitting paper claims to ForwardHealth, if the member has any other health insurance sources (e.g., commercial insurance, Medicare, Medicare Advantage Plans), providers are required to complete and submit a separate [Explanation of Medical Benefits form](#) for each other payer as an attachment(s) to their completed paper claim.

Topic #542

## Attached Documentation

Providers should not submit additional documentation with a claim *unless* specifically requested.

Topic #19637

## Claim Submission for Behavioral Treatment Services

Only licensed supervisors can submit and be reimbursed for claims submitted to ForwardHealth for behavioral treatment services.

When submitting claims for behavioral treatment services, providers are required to indicate the licensed supervisor overseeing the member's POC (plan of care) as the billing provider and indicate the licensed supervisor, treatment therapist, or treatment technician who rendered the service to the member as the rendering provider. Each detail line on the claim requires a rendering provider number. Licensed supervisors other than the one indicated on the member's POC may temporarily render services for the member to accommodate a leave of absence (e.g., due to illness), but the original licensed supervisor should still be indicated as the billing provider.

Topic #15737

## Claims for Services Prescribed, Referred, or Ordered

Claims for services that are prescribed, referred, or ordered must include the NPI (National Provider Identifier) of the Medicaid-enrolled provider who prescribed, referred, or ordered the service. Claims that do not include the NPI of a Medicaid-enrolled provider will be denied. (However, providers should *not* include the NPI of a provider who prescribes, refers, or orders services on claims for services that are not prescribed, referred, or ordered, as those claims will also deny if the provider is not Medicaid-enrolled.)

*Note:* Claims submitted for ESRD (end-stage renal disease) services do not require *referring* provider information; however, *prescribing* and *ordering* provider information will still be required on claims.

## Contacting Prescribing/Referring/Ordering Provider After a Claim Denial

If a claim for services prescribed, referred, or ordered is denied because the prescribing/referring/ordering provider was not Medicaid-enrolled, the rendering provider should contact the prescribing/referring/ordering provider and do the following:

- Communicate that the prescribing/referring/ordering provider is required to be Medicaid-enrolled.
- Inform the prescribing/referring/ordering provider of the limited enrollment available for prescribing/referring/ordering providers.
- Resubmit the claim once the prescribing/referring/ordering provider has enrolled in Wisconsin Medicaid.

## Exception for Services Prescribed, Referred, or Ordered Prior to a Member's Medicaid Enrollment

Providers may submit claims for services prescribed, referred, or ordered by a non-Medicaid-enrolled provider if the member was not yet enrolled in Wisconsin Medicaid at the time the prescription, referral, or order was written (and the member has since enrolled in Wisconsin Medicaid). However, once the prescription, referral, or order expires, the prescribing/referring/ordering provider is required to enroll in Wisconsin Medicaid if he or she continues to prescribe, refer, or order services for the member.

The procedures for submitting claims for this exception depend on the type of claim submitted:

- Institutional, professional, and dental claims for this exception must be sent to the following address:

ForwardHealth  
P.R.O. Exception Requests  
Ste 50

313 Blettner Blvd  
Madison WI 53784

A copy of the prescription, referral, or order must be included with the claim.

- Pharmacy and compound claims for this exception do *not* require any special handling. These claims include a prescription date, so they can be processed to bypass the prescriber Medicaid enrollment requirement in situations where the provider prescribed services before the member was Medicaid-enrolled.

Topic #6957

## Copy Claims on the ForwardHealth Portal

Providers can copy institutional, professional, and dental paid claims on the ForwardHealth Portal. Providers can open any paid claim, click the "Copy" button, and all of the information on the claim will be copied over to a new claim form. Providers can then make any desired changes to the claim form and click "Submit" to submit as a new claim. After submission, ForwardHealth will issue a response with a new ICN (internal control number) along with the claim status.

Topic #5017

## Correct Errors on Claims and Resubmit to ForwardHealth on the Portal

Providers can view [EOB \(Explanation of Benefits\) codes](#) and descriptions for any claim submitted to ForwardHealth on the ForwardHealth Portal. The EOBs help providers determine why a claim did not process successfully, so providers may correct the error online and resubmit the claim. The EOB appears on the bottom of the screen and references the applicable claim header or detail.

Topic #4997

## Direct Data Entry of Professional and Institutional Claims on the Portal

Providers can submit the following claims to ForwardHealth via DDE (Direct Data Entry) on the ForwardHealth Portal:

- Professional claims.
- Institutional claims.
- Dental claims.
- Compound drug claims.
- Noncompound drug claims.

DDE is an online application that allows providers to submit claims directly to ForwardHealth.

When submitting claims via DDE, required fields are indicated with an asterisk next to the field. If a required field is left blank, the claim will not be submitted and a message will appear prompting the provider to complete the specific required field(s). Portal help is available for each online application screen. In addition, search functions accompany certain fields so providers do not need to look up the following information in secondary resources.

On professional claim forms, providers may search for and select the following:

- Procedure codes.
- Modifiers.
- Diagnosis codes.
- Place of service codes.

On institutional claim forms, providers may search for and select the following:

- Type of bill.
- Patient status.
- Visit point of origin.
- Visit priority.
- Diagnosis codes.
- Revenue codes.
- Procedure codes.
- Modifiers.

On dental claims, providers may search for and select the following:

- Procedure codes.
- Rendering providers.
- Area of the oral cavity.
- Place of service codes.

On compound and noncompound drug claims, providers may search for and select the following:

- Diagnosis codes.
- NDCs (National Drug Codes).
- Place of service codes.
- Professional service codes.
- Reason for service codes.



- Result of service codes.

Using DDE, providers may submit claims for compound drugs and single-entity drugs. Any provider, including a provider of DME (durable medical equipment) or of DMS (disposable medical supplies) who submits noncompound drug claims, may submit these claims via DDE. All claims, including POS (Point-of-Sale) claims, are viewable via DDE.

Topic #344

## Electronic Claim Submission

Providers are encouraged to submit claims electronically. Electronic claim submission does the following:

- Adapts to existing systems.
- Allows flexible submission methods.
- Improves cash flow.
- Offers efficient and timely payments.
- Reduces billing and processing errors.
- Reduces clerical effort.

Topic #16937

## Electronic Claims and Claim Adjustments with Other Commercial Health Insurance Information

Effective for claims and claim adjustments submitted electronically via the Portal or PES software on and after June 16, 2014, other insurance information must be submitted at the detail level on professional, institutional, and dental claims and adjustments if it was processed at the detail level by the primary insurance. Except for a few instances, Wisconsin Medicaid or BadgerCare Plus is the payer of last resort for any covered services; therefore, providers are required to make a reasonable effort to exhaust all existing other health insurance sources before submitting claims to ForwardHealth or to a state-contracted MCO (managed care organization).

Other insurance information that is submitted at the detail level via the Portal or PES software will be processed at the detail level by ForwardHealth.

Under HIPAA (Health Insurance Portability and Accountability Act of 1996), claims and adjustments submitted using an 837 transaction must include detail-level information for other insurance if they were processed at the detail level by the primary insurance.

### Adjustments to Claims Submitted Prior to June 16, 2014

Providers who submit professional, institutional, or dental claim adjustments electronically on and after June 16, 2014, for claims originally submitted prior to June 16, 2014, are required to submit other insurance information at the detail level on the adjustment if it was processed at the detail level by the primary insurance.

Topic #18938

## Electronic Claim Submission for Behavioral Treatment Services

Electronic claims for behavioral treatment services must be submitted using the 837P (837 Health Care Claim: Professional) transaction. Electronic claims for behavioral treatment services submitted using any transaction other than the 837P will be denied.

Providers should use the [companion guide](#) for the 837P transaction when submitting these claims.

## Provider Electronic Solutions Software

The DHCAA (Division of Health Care Access and Accountability) offers electronic billing software at no cost to providers. The PES (Provider Electronic Solutions) software allows providers to submit electronic claims using an 837 transaction. To obtain PES software, providers may download it from the [ForwardHealth Portal](#). For assistance installing and using PES software, providers may call the [EDI \(Electronic Data Interchange\) Helpdesk](#).

Topic #365

## Extraordinary Claims

[Extraordinary claims](#) are claims that have been denied by a BadgerCare Plus HMO (health maintenance organization) or SSI (Supplemental Security Income) HMO and should be submitted to fee-for-service.

Topic #4837

## HIPAA-Compliant Data Requirements

### Procedure Codes

All fields submitted on paper and electronic claims are edited to ensure HIPAA (Health Insurance Portability and Accountability Act of 1996) compliance before being processed. Compliant code sets include CPT (Current Procedural Terminology) and HCPCS (Healthcare Common Procedure Coding System) procedure codes entered into all fields, including those fields that are "Not Required" or "Optional."

If the information in all fields is not valid and recognized by ForwardHealth, the claim will be denied.

### Provider Numbers

For health care providers, NPIs (National Provider Identifiers) are required in all provider number fields on paper claims and 837 (837 Health Care Claim) transactions, including rendering, billing, referring, prescribing, attending, and "Other" provider fields.

Non-healthcare providers, including personal care providers, SMV (specialized medical vehicle) providers, blood banks, and CCOs (community care organizations) should enter valid provider numbers into fields that require a provider number.

Topic #10837

## Note Field for Most Claims Submitted Electronically

In some instances, ForwardHealth requires providers to include a description of a service identified by an unlisted, or NOC (not otherwise classified), procedure code. Providers submitting claims electronically should include a description of an NOC procedure code in a "Notes" field, if required. The Notes field allows providers to enter up to 80 characters. In some cases, the Notes field allows providers to submit NOC procedure code information on a claim electronically instead of on a paper claim or with a paper attachment to an electronic claim.

The Notes field should only be used for NOC procedure codes that do not require PA (prior authorization).

### Claims Submitted via the ForwardHealth Portal Direct Data Entry or Provider Electronic Solutions

A notes field is available on the ForwardHealth Portal DDE (Direct Data Entry) and PES (Provider Electronic Solutions) software when providers submit the following types of claims:

- Professional.
- Institutional.
- Dental.

On the professional form, the Notes field is available on each detail. On the institutional and dental forms, the Notes field is only available on the header.

### Claims Submitted via 837 Health Care Claim Transactions

ForwardHealth accepts and utilizes information submitted by providers about NOC procedure codes in certain loops/segments on the 837 (837 Health Care Claim) transactions. Refer to the [companion guides](#) for more information.

Topic #561

## Paper Claim Form Preparation and Data Alignment Requirements

### Optical Character Recognition

Paper claims submitted to ForwardHealth on the 1500 Health Insurance Claim Form ((02/12)) and UB-04 Claim Form are processed using OCR (Optical Character Recognition) software that recognizes printed, alphanumeric text. OCR software increases efficiency by alleviating the need for keying in data from paper claims.

The data alignment requirements do not apply to the [Compound Drug Claim \(F-13073 \(04/17\)\)](#) and the [Noncompound Drug Claim \(F-13072 \(04/17\)\)](#).

### Speed and Accuracy of Claims Processing

OCR software processes claim forms by reading text within fields on claim forms. After a paper claim form is received by ForwardHealth, the claim form is scanned so that an image can be displayed electronically. The OCR software reads the electronic image on file and populates the information into the ForwardHealth interChange system. This technology increases accuracy by removing the possibility of errors being made during manual keying.

OCR software speeds paper claim processing, but only if providers prepare their claim forms correctly. In order for OCR software to read the claim form accurately, the quality of copy and the alignment of text within individual fields on the claim form need to be precise. If data are misaligned, the claim could be processed incorrectly. If data cannot be read by the OCR software, the process will stop and the electronic image of the claim form will need to be reviewed and keyed manually. This will cause an increase in processing time.

#### Handwritten Claims

Submitting handwritten claims should be avoided whenever possible. ForwardHealth accepts handwritten claims; however, it is very difficult for OCR software to read a handwritten claim. If a handwritten claim cannot be read by the OCR software, it will need to be keyed manually from the electronic image of the claim form. Providers should avoid submitting claims with handwritten corrections as this can also cause OCR software processing delays.

#### Use Original Claim Forms

Only original 1500 Health Insurance Claim Forms and UB-04 Claim Forms should be submitted. Original claim forms are printed in red ink and may be obtained from a federal forms supplier. ForwardHealth does not provide these claim forms. Claims that are submitted as photocopies cannot be read by OCR software and will need to be keyed manually from an electronic image of the claim form. This could result in processing delays.

#### Use Laser or Ink Jet Printers

It is recommended that claims are printed using laser or ink jet printers rather than printers that use DOT matrix. DOT matrix printers have breaks in the letters and numbers, which may cause the OCR software to misread the claim form. Use of old or worn ink cartridges should also be avoided. If the claim form is read incorrectly by the OCR software, the claim may be denied or reimbursed incorrectly. The process may also be stopped if it is unable to read the claim form, which will cause a delay while it is manually reviewed.

#### Alignment

Alignment within each field on the claim form needs to be accurate. If text within a field is aligned incorrectly, the OCR software may not recognize that data are present within the field or may not read the data correctly. For example, if a reimbursement amount of \$300.00 is entered into a field on the claim form, but the last "0" is not aligned within the field, the OCR software may read the number as \$30.00, and the claim will be reimbursed incorrectly.

To get the best alignment on the claim form, providers should center information vertically within each field, and align all information on the same horizontal plane. Avoid squeezing two lines of text into one of the six line items on the 1500 Health Insurance Claim Form.

The following sample claim forms demonstrate correct and incorrect alignment:

- [Correct alignment](#) for the 1500 Health Insurance Claim Form.
- [Incorrect alignment](#) for the 1500 Health Insurance Claim Form.
- [Correct alignment](#) for the UB-04 Claim Form.
- [Incorrect alignment](#) for the UB-04 Claim Form.

## Clarity

Clarity is very important. If information on the claim form is not clear enough to be read by the OCR software, the process may stop, prompting manual review.

The following guidelines will produce the clearest image and optimize processing time:

- Use 10-point or 12-point Times New Roman or Courier New font.
- Type all claim data in uppercase letters.
- Use only black ink to complete the claim form.
- Avoid using italics, bold, or script.
- Make sure characters do not touch.
- Make sure there are no lines from the printer cartridge anywhere on the claim form.
- Avoid using special characters such as dollar signs, decimals, dashes, asterisks, or backslashes, unless it is specified that these characters should be used.
- Use Xs in check boxes. Avoid using letters such as "Y" for "Yes," "N" for "No," "M" for "Male," or "F" for "Female."
- Do not highlight any information on the claim form. Highlighted information blackens when it is imaged, and the OCR software will be unable to read it.

*Note:* The above guidelines will also produce the clearest image for claims that need to be keyed manually from an electronic image.

## Staples, Correction Liquid, and Correction Tape

The use of staples, correction liquid, correction tape, labels, or stickers on claim forms should be avoided. Staples need to be removed from claim forms before they can be imaged, which can damage the claim and cause a delay in processing time. Correction liquid, correction tape, labels, and stickers can cause data to be read incorrectly or cause the OCR process to stop, prompting manual review. If the form cannot be read by the OCR software, it will need to be keyed manually from an electronic image.

## Additional Diagnosis Codes

ForwardHealth will accept up to 12 diagnosis codes in Item Number 21 of the 1500 Health Insurance Claim Form.

Sample of a Correctly Aligned 1500 Health Insurance Claim Form



HEALTH INSURANCE CLAIM FORM  
APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

1. MEDICARE <input type="checkbox"/> MEDICAID <input checked="" type="checkbox"/> TRICARE <input type="checkbox"/> CHAMPVA <input type="checkbox"/> GROUP HEALTH PLAN <input type="checkbox"/> FECA <input type="checkbox"/> OTHER <input type="checkbox"/> <small>(Medicare) (Medicaid) (DOD/DOD) (Member ID#) (RD#) (RD#) (RD#)</small>		1a. INSURED'S I.D. NUMBER (For Program in Item 1) <b>1234567890</b>	
2. PATIENT'S NAME (Last Name, First Name, Middle Initial) <b>MEMBER, IM A</b>		4. INSURED'S NAME (Last Name, First Name, Middle Initial) <b>SAME</b>	
3. PATIENT'S BIRTH DATE (MM/DD/YY) SEX <b>MM/DD/YY M</b> <input type="checkbox"/> <b>F</b> <input checked="" type="checkbox"/>		7. INSURED'S ADDRESS (No., Street) <b>609 WILLOW ST</b>	
5. PATIENT'S ADDRESS (No., Street) <b>609 WILLOW ST</b>		6. PATIENT RELATIONSHIP TO INSURED Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/>	
8. RESERVED FOR NUCC USE		11. INSURED'S POLICY GROUP OR FECA NUMBER	
9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)		10. IS PATIENT'S CONDITION RELATED TO:	
a. OTHER INSURED'S POLICY OR GROUP NUMBER		a. EMPLOYMENT? (Current or Previous) <input type="checkbox"/> YES <input type="checkbox"/> NO	
b. RESERVED FOR NUCC USE		b. AUTO ACCIDENT? PLACE (State) <input type="checkbox"/> YES <input type="checkbox"/> NO	
c. RESERVED FOR NUCC USE		c. OTHER ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO	
d. INSURANCE PLAN NAME OR PROGRAM NAME		10c. CLAIM CODES (Designated by NUCC)	
12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below.		13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE I authorize payment of medical benefits to the undersigned physician or supplier for services described below.	
14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) (MM/DD/YY) QUAL.		15. OTHER DATE (MM/DD/YY) QUAL.	
17. NAME OF REFERRING PROVIDER OR OTHER SOURCE <b>I.M. REFERRING PROVIDER</b>		18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES (FROM MM/DD/YY TO MM/DD/YY)	
19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)		20. OUTSIDE LAB? \$ CHARGES <input type="checkbox"/> YES <input type="checkbox"/> NO	
21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY* Relate A-L to service line below (24E) ICD Int.		22. RESUBMISSION CODE ORIGINAL REF. NO.	
23. PRIOR AUTHORIZATION NUMBER		24. A. DATES(S) OF SERVICE (From MM/DD/YY To MM/DD/YY) B. PLACES OF SERVICE (EMG) C. PROCEDURES, SERVICES, OR SUPPLIES (CPT+HCPCS MODIFIER) E. DIAGNOSIS POINTER F. \$ CHARGES G. QTY OR UNITS H. ICD Field Ref. I. ID. QUAL. J. RENDERING PROVIDER ID. #	
1 MM/DD/YY XX XXXXX XX X XXXXX I NPI		2 NPI	
3 NPI		4 NPI	
5 NPI		6 NPI	
25. FEDERAL TAX I.D. NUMBER SSN EIN		26. PATIENT'S ACCOUNT NO.	
27. ACCEPT ASSIGNMENT? (See 916, 917C, 917D, 917E) <input type="checkbox"/> YES <input type="checkbox"/> NO		28. TOTAL CHARGE \$ XXX XX	
29. AMOUNT PAID		30. Need for NUCC Use	
31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREE OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.) <b>J.M. Provider</b> MMDCCYY		32. SERVICE FACILITY LOCATION INFORMATION <b>I.M. PROVIDER</b> <b>1 W WILLIAMS ST</b> <b>ANYTOWN WI 55555-1234</b>	
33. BILLING PROVIDER INFO & PH # ( ) <b>0222222220 ZZ123456789X</b>		34. BILLING PROVIDER INFO & PH # ( ) <b>0222222220 ZZ123456789X</b>	

CARRIER  
PATIENT AND INSURED INFORMATION  
PHYSICIAN OR SUPPLIER INFORMATION

NUCC Instruction Manual available at: www.nucc.org PLEASE PRINT OR TYPE APPROVED OMB-0938-1197 FORM 1500 (02-12)

Sample of an Incorrectly Aligned 1500 Health Insurance Claim Form



HEALTH INSURANCE CLAIM FORM  
 APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

1. MEDICARE (Medicare) <input checked="" type="checkbox"/> MEDICAID (Medicaid) <input type="checkbox"/> TRICARE (DOD-DoD) <input type="checkbox"/> CHAMPVA (Member DoD) <input type="checkbox"/> GROUP HEALTH PLAN (GD) <input type="checkbox"/> FECA (FECA) (RD) <input type="checkbox"/> OTHER (RD) <input type="checkbox"/>	16. INSURED'S I.D. NUMBER (For Program in Item 1) 1234567890
2. PATIENT'S NAME (Last Name, First Name, Middle Initial) MEMBER, IMA	3. PATIENT'S BIRTH DATE (MM DD YY) M <input type="checkbox"/> D <input type="checkbox"/> Y <input type="checkbox"/> SEX M <input type="checkbox"/> F <input checked="" type="checkbox"/>
4. INSURED'S NAME (Last Name, First Name, Middle Initial) SAME	5. PATIENT'S ADDRESS (No., Street) 609 WILLOW ST
6. PATIENT RELATIONSHIP TO INSURED (Self, Spouse, Child, Other) <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	7. INSURED'S ADDRESS (No., Street) CITY ANYTOWN STATE WI
8. RESERVED FOR NUCC USE	9. RESERVED FOR NUCC USE
10. PATIENT'S CONDITION RELATED TO: a. EMPLOYMENT? (Current or Previous) YES <input type="checkbox"/> NO <input type="checkbox"/> b. AUTO ACCIDENT? YES <input type="checkbox"/> NO <input type="checkbox"/> PLACE (State) _____ c. OTHER ACCIDENT? YES <input type="checkbox"/> NO <input type="checkbox"/>	11. INSURED'S POLICY GROUP OR FECA NUMBER a. INSURED'S DATE OF BIRTH (MM DD YY) M <input type="checkbox"/> D <input type="checkbox"/> Y <input type="checkbox"/> SEX M <input type="checkbox"/> F <input type="checkbox"/> b. OTHER CLAIM ID (Designated by NUCC) c. INSURANCE PLAN NAME OR PROGRAM NAME d. IS THERE ANOTHER HEALTH BENEFIT PLAN? YES <input type="checkbox"/> NO <input type="checkbox"/> If yes, complete items 9, 5a, and 9d.
12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below. SIGNED _____ DATE _____	13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE I authorize payment of medical benefits to the undersigned physician or supplier for services described below. SIGNED _____ DATE _____
14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) (MM DD YY) QUAL. _____	15. OTHER DATE (MM DD YY) QUAL. _____
17. NAME OF REFERRING PROVIDER OR OTHER SOURCE I.M. REFERRING PROVIDER	18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES (FROM MM DD YY TO MM DD YY)
19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)	20. OUTSIDE LAB? YES <input type="checkbox"/> NO <input type="checkbox"/> \$ CHARGES _____
21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY (Relate A-L to service line below (24E)) A. XXXX B. _____ C. _____ D. _____ E. _____ F. _____ G. _____ H. _____ I. _____ K. _____ L. _____	22. RE-SUBMISSION CODE _____ ORIGINAL REF. NO. _____
24. A. DATES OF SERVICE (From MM DD YY To MM DD YY) B. PLACE OF SERVICE (EMG) C. PROCEDURES, SERVICES, OR SUPPLIES (CPT+GPCS MODIFIER) D. DIAGNOSIS POINTER E. \$ CHARGES F. G. H. I. J. K. L. M. N. O. P. Q. R. S. T. U. V. W. X. Y. Z.	23. PRIOR AUTHORIZATION NUMBER
25. FEDERAL TAX I.D. NUMBER _____ SSN EIN _____	26. PATIENT'S ACCOUNT NO. 1234JED
27. ACCEPT ASSIGNMENT? (If yes, specify rate) YES <input type="checkbox"/> NO <input type="checkbox"/>	28. TOTAL CHARGE \$ XXX XX
29. AMOUNT PAID	30. Revised for NUCC Use
31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREE OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.) J.M. Provider MMDCCYY	32. SERVICE FACILITY LOCATION INFORMATION I.M. PROVIDER 1 W WILLIAMS ST ANYTOWN WI 55555-1234 (222)222-2220 221234567890
33. BILLING PROVIDER INFO & PH # ( )	

CARRIER  
 PATIENT AND INSURED INFORMATION  
 PHYSICIAN OR SUPPLIER INFORMATION

Sample of a Correctly Aligned UB-04 Claim Form

1 IM BILLING PROVIDER 444 E CLAIREMONT ANYTOWN WI 55555-1234 (444) 444-4444		2		3-2014 3-2015 3-2016 3-2017 3-2018 3-2019 3-2020 3-2021 3-2022 3-2023 3-2024 3-2025 3-2026 3-2027 3-2028 3-2029 3-2030		4 STATEMENT PERIOD FROM: 01-2345678 THROUGH: MMDDCCYYMMDDCCYY		5 TOTAL XXX																																	
8 PATIENT NAME MEMBER, IM A				9 PATIENT ADDRESS ON FILE																																					
10 BIRTHDATE		11 SEX		12 DATE		13 HR		14 TYPE		15 SRC		16 DNR		17 STAT		18		19		20		21		22		23		24		25		26		27		28		29		30	
31 OCCURRENCE DATE		32 OCCURRENCE DATE		33 OCCURRENCE DATE		34 OCCURRENCE DATE		35 OCCURRENCE DATE		36 OCCURRENCE DATE		37 OCCURRENCE DATE		38		39		40		41		42		43		44		45		46		47		48		49					
40 REV CD		40 DESCRIPTION		41 HCPCS / ICD-10 CODE		42 SEPR DATE		43 SEPR UNITS		44 TOTAL CHARGES		45 NON-COVERED CHARGES		46		47		48		49		50		51		52		53		54		55		56		57					
XXXX				XXXXX		MMDDYY		1.0		XX XX																															
XXXX				XXXXX		MMDDYY		1.0		XX XX																															
XXXX				XXXXX		MMDDYY		1.0		XX XX																															
PAGE 1 OF 1		CREATION DATE		TOTALS		XXX XX																																			
50 PRIOR NAME T19 MEDICAID		51 HEALTH PLAN ID		52		53		54 PRIOR PAYMENTS		55 EST. AMOUNT DUE		56 NPI		57 OTHER		58		59		60		61		62		63		64		65		66		67		68					
59 INSURED'S NAME SAME		60 INSURED'S UNIQUE ID 1234567890		61 GROUP NAME		62 INSURANCE GROUP NO.		63		64		65		66		67		68		69		70		71		72		73		74		75		76		77					
74 PRINCIPAL PROCEDURE CODE		75 OTHER PROCEDURE CODE		76 OTHER PROCEDURE CODE		77 OTHER PROCEDURE CODE		78 OTHER PROCEDURE CODE		79 OTHER PROCEDURE CODE		80 OTHER PROCEDURE CODE		81 OTHER PROCEDURE CODE		82 OTHER PROCEDURE CODE		83 OTHER PROCEDURE CODE		84 OTHER PROCEDURE CODE		85 OTHER PROCEDURE CODE		86 OTHER PROCEDURE CODE		87 OTHER PROCEDURE CODE		88 OTHER PROCEDURE CODE		89 OTHER PROCEDURE CODE		90 OTHER PROCEDURE CODE		91 OTHER PROCEDURE CODE		92 OTHER PROCEDURE CODE					
80 REMARKS		81		82		83		84		85		86		87		88		89		90		91		92		93		94		95		96		97		98					
B3		123456789X																																							

Sample of an Incorrectly Aligned UB-04 Claim Form

The form contains the following data points:

- IM BILLING PROVIDER:** 444 E CLAIREMONT, ANYTOWN WI 56555-1234, (444) 444-4444
- PATIENT ADDRESS:** ON FILE
- MEMBER ID:** 11-654321
- STATEMENT COVERS PERIOD:** MMDDCCYY MMDDCCYY
- NETWORK:** MEMBER IN A
- ADMISSION DATE:** XX
- CONDITION CODES:** XXXX
- VALUE CODES:** XXXX
- DESCRIPTION:** XXXX
- GROUP NAME:** SAME
- INSURER'S NAME:** T19 MEDICAID
- INSURER'S GROUP NO.:** 1234567890
- ATTENDING NPI:** 0220220200
- TOTALS:** XXXX, 0111111110
- PROCEDURE CODE:** XXXX
- REMARKS:** B3 123456789X

Topic #18937

## Paper Claim Submission

Paper claims for behavioral treatment services must be submitted using the 1500 Health Insurance Claim Form. ForwardHealth denies claims for behavioral treatment services submitted on any other claim form.

Providers should use the appropriate claim form instructions for behavioral treatment services when submitting these claims.

## Obtaining the Claim Forms

ForwardHealth does not provide the 1500 Health Insurance Claim Form. The form may be obtained from any federal forms supplier.

Topic #10177

## Prior Authorization Numbers on Claims

Providers are not required to indicate a PA (prior authorization) number on claims. ForwardHealth interChange matches the claim with the appropriate approved PA request. ForwardHealth's RA (Remittance Advice) and the 835 (835 Health Care Claim Payment/Advice) report to the provider the PA number used to process a claim. If a PA number is indicated on a claim, it will not be used and it will have no effect on processing the claim.

When a PA requirement is added to the list of drugs requiring PA and the effective date of a PA falls in the middle of a billing period, two separate claims that coincide with the presence of PA for the drug must be submitted to ForwardHealth.

Topic #10637

## Reimbursement Reduction for Most Paper Claims

As a result of the Medicaid Rate Reform project, ForwardHealth will reduce reimbursement on most claims submitted to ForwardHealth on paper. Most paper claims will be subject up to a \$1.10 reimbursement reduction per claim.

For each claim that a reimbursement reduction was applied, providers will receive an EOB (Explanation of Benefits) to notify them of the payment reduction. For claims with reimbursement reductions, the EOB will state the following, "This claim is eligible for electronic submission. Up to a \$1.10 reduction has been applied to this claim payment."

If a paid claim's total reimbursement amount is less than \$1.10, ForwardHealth will reduce the payment up to a \$1.10. The claim will show on the RA (Remittance Advice) as paid but with a \$0 paid amount.

The reimbursement reduction applies to the following paper claims:

- 1500 Health Insurance Claim Form ((02/12)).
- UB-04 (CMS 1450) Claim Form.
- [Compound Drug Claim \(F-13073 \(04/17\)\)](#) form.
- [Noncompound Drug Claim \(F-13072 \(04/17\)\)](#) form.

## Exceptions to Paper Claim Reimbursement Reduction

The reimbursement reduction will not affect the following providers or claims:

- In-state emergency providers.
- Out-of-state providers.
- Medicare crossover claims.
- Any claims that ForwardHealth requires additional supporting information to be submitted on paper. For example:
  - Hysterectomy claims must be submitted along with an [Acknowledgment of Receipt of Hysterectomy Information \(F-01160 \(06/13\)\)](#) form.
  - Sterilization claims must be submitted along with a paper [Consent for Sterilization \(F-01164 \(10/08\)\)](#) form.
  - Claims submitted to Timely Filing appeals must be submitted on paper with a [Timely Filing Appeals Request \(F-13047 \(08/15\)\)](#) form.
  - In certain circumstances, drug claims must be submitted on paper with a [Pharmacy Special Handling Request \(F-13074 \(07/12\)\)](#) form.
  - Claims submitted with four or more NDCs (National Drug Codes) for compound and noncompound drugs with specific and non-specific HCPCS (Healthcare Common Procedure Coding System) procedure codes.

Topic #4817

## Submitting Paper Attachments with Electronic Claims

Providers may submit paper attachments to accompany electronic claims and electronic claim adjustments. Providers should refer to their [companion guides](#) for directions on indicating that a paper attachment will be submitted by mail.

Paper attachments that go with electronic claim transactions must be submitted with the [Claim Form Attachment Cover Page \(F-13470 \(10/08\)\)](#). Providers are required to indicate an ACN (attachment control number) for paper attachment(s) submitted with electronic claims. (The ACN is an alphanumeric entry between 2 and 80 digits assigned by the provider to identify the attachment.) The ACN must be indicated on the cover page so that ForwardHealth can match the paper attachment(s) to the correct electronic claim.

ForwardHealth will hold an electronic claim transaction or a paper attachment(s) for up to 30 calendar days to find a match. If a match cannot be made within 30 days, the claim will be processed without the attachment and will be denied if an attachment is required. When such a claim is denied, both the paper attachment(s) and the electronic claim will need to be resubmitted.

Providers are required to send paper attachments relating to electronic claim transactions to the following address:

ForwardHealth  
Claims and Adjustments  
313 Blettner Blvd  
Madison WI 53784

This does not apply to compound and noncompound claims.

Topic #11677

## Uploading Claim Attachments Via the Portal

Providers are able to upload attachments for most claims via the secure Provider area of the ForwardHealth Portal. This allows providers to submit all components for claims electronically.

Providers are able to upload attachments via the Portal when a claim is suspended and an attachment was indicated but not yet received. Providers are able to upload attachments for any suspended claim that was submitted electronically. Providers should note that all attachments for a suspended claim must be submitted within the same business day.

## Claim Types

Providers will be able to upload attachments to claims via the Portal for the following claim types:

- Professional.
- Institutional.
- Dental.



The submission policy for compound and noncompound drug claims does not allow attachments.

## Document Formats

Providers are able to upload documents in the following formats:

- JPEG (Joint Photographic Experts Group) (.jpg or .jpeg).
- PDF (Portable Document Format) (.pdf).
- Rich Text Format (.rtf).
- Text File (.txt).

JPEG files must be stored with a ".jpg" or ".jpeg" extension; text files must be stored with a ".txt" extension; rich text format files must be stored with a ".rtf" extension; and PDF files must be stored with a ".pdf" extension.

Microsoft Word files (.doc) cannot be uploaded but can be saved and uploaded in Rich Text Format or Text File formats.

## Uploading Claim Attachments

### Claims Submitted by Direct Data Entry

When a provider submits a DDE (Direct Data Entry) claim and indicates an attachment will also be included, a feature button will appear and link to the DDE claim screen where attachments can be uploaded.

Providers are still required to indicate on the DDE claim that the claim will include an attachment via the "Attachments" panel.

Claims will suspend for 30 days before denying for not receiving the attachment.

### Claims Submitted by Provider Electronic Software and 837 Health Care Claim Transactions

Providers submitting claims via 837 (837 Health Care Claim) transactions are required to indicate attachments via the PWK segment. Providers submitting claims via PES (Provider Electronic Solutions) software will be required to indicate attachments via the attachment control field. Once the claim has been submitted, providers will be able to search for the claim on the Portal and upload the attachment via the Portal. Refer to the Implementation Guides for how to use the PWK segment in 837 transactions and the [PES Manual](#) for how to use the attachment control field.

Claims will suspend with 30 days before denying for not receiving the attachment.

## Timely Filing Appeals Requests

Topic #549

### Requirements

When a claim or adjustment request meets one of the [exceptions](#) to the submission deadline, the provider is required to mail ForwardHealth a [Timely Filing Appeals Request form \(F-13047 \(08/15\)\)](#) with a paper claim or an [Adjustment/Reconsideration Request form \(F-13046 \(08/15\)\)](#) to override the submission deadline. If claims or adjustment requests are submitted electronically, the entire amount of the claim will be recouped.

DOS (dates of service) that are beyond the submission deadline should be submitted separately from DOS that are within the deadline. Claims or adjustment requests received that contain both current and late DOS are processed through normal channels without review by Timely Filing and late DOS will be denied.

Topic #551

### Resubmission

Decisions on [Timely Filing Appeals Requests \(F-13047 \(08/15\)\)](#) cannot be appealed. Providers may resubmit the claim to Timely Filing if both of the following occur:

- The provider submits additional documentation as requested.
- ForwardHealth receives the documentation before the specified deadline for the exception to the submission deadline.

Topic #744

### Submission

To receive consideration for an exception to the submission deadline, providers are required to submit the following:

- A properly completed [Timely Filing Appeals Request \(F-13047 \(08/15\)\)](#) form for each claim and each adjustment to allow for electronic documentation of individual claims and adjustments submitted to ForwardHealth.
- A legible claim or adjustment request.
- All required documentation as specified for the exception to the submission deadline.

For paper claims and paper claim adjustments where other health insurance sources are indicated, providers are also required to complete and submit the [Explanation of Medical Benefits form](#).

To receive consideration, a Timely Filing Appeals Request must be received before the deadline specified for the exception to the submission deadline.

When completing the claim or adjustment request, providers are required to indicate the procedure code, diagnosis code, POS (place of service) code, etc., as effective for the DOS (date of service). However, providers should use the current claim form and instructions or adjustment request form and instructions. Reimbursement for Timely Filing Appeals Requests is contingent upon the claim or adjustment request meeting program requirements for the DOS.

The following table lists the filing deadlines and documentation requirements as they correspond to each of the eight allowable exceptions.

Change in Nursing Home Resident's Level of Care or Liability Amount		
Description of the Exception	Documentation Requirements	Submission Address
This exception occurs when a nursing home claim is initially received within the submission deadline and reimbursed incorrectly due to a change in the member's authorized level of care or liability amount.	To receive consideration, the request must be submitted within 455 days from the DOS and the correct liability amount or level of care must be indicated on the <a href="#">Adjustment/Reconsideration Request (F-13046 (08/15))</a> form. The most recent claim number (also known as the ICN (internal control number)) must be indicated on the Adjustment/Reconsideration Request form. This number may be the result of a ForwardHealth-initiated adjustment.	ForwardHealth Timely Filing Ste 50 313 Blettner Blvd Madison WI 53784

Decision Made by a Court, Fair Hearing, or the Department of Health Services		
Description of the Exception	Documentation Requirements	Submission Address
This exception occurs when a decision is made by a court, fair hearing, or the DHS (Department of Health	To receive consideration, the request must be submitted within 90 days from the date of the decision of the hearing. A complete copy of the notice received from the court, fair hearing, or DHS must be submitted	ForwardHealth Timely Filing Ste 50 313 Blettner Blvd

Services).	with the request.	Madison WI 53784
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**Denial Due to Discrepancy Between the Member's Enrollment Information in ForwardHealth interChange and the Member's Actual Enrollment**

Description of the Exception	Documentation Requirements	Submission Address
This exception occurs when a claim is initially received by the deadline but is denied due to a discrepancy between the member's enrollment information in ForwardHealth interChange and the member's actual enrollment.	<p>To receive consideration, the following documentation must be submitted within 455 days from the DOS:</p> <ul style="list-style-type: none"> <li>• A copy of remittance information showing the claim was submitted in a timely manner and denied with a qualifying enrollment-related explanation.</li> <li>• A photocopy of one of the following indicating enrollment on the DOS: <ul style="list-style-type: none"> <li>◦ Temporary Identification Card for Express Enrollment in BadgerCare Plus.</li> <li>◦ Temporary Identification Card for Express Enrollment in Family Planning Only Services.</li> <li>◦ The response received through Wisconsin's EVS (Enrollment Verification System) from a commercial eligibility vendor.</li> <li>◦ The transaction log number received through <a href="#">WiCall</a>.</li> </ul> </li> </ul>	ForwardHealth Good Faith/Timely Filing Ste 50 313 Blettner Blvd Madison WI 53784

**ForwardHealth Reconsideration or Recoupment**

Description of the Exception	Documentation Requirements	Submission Address
This exception occurs when ForwardHealth reconsiders a previously processed claim. ForwardHealth will initiate an adjustment on a previously paid claim.	If a subsequent provider submission is required, the request must be submitted within 90 days from the date of the RA (Remittance Advice) message. A copy of the RA message that shows the ForwardHealth-initiated adjustment must be submitted with the request.	ForwardHealth Timely Filing Ste 50 313 Blettner Blvd Madison WI 53784

**Retroactive Enrollment for Persons on General Relief**

Description of the Exception	Documentation Requirements	Submission Address
This exception occurs when the local county or tribal agency requests a return of a GR (general relief) payment from the provider because a member has become retroactively enrolled for Wisconsin Medicaid or BadgerCare Plus.	<p>To receive consideration, the request must be submitted within 180 days from the date the backdated enrollment was added to the member's enrollment information. The request must be submitted with one of the following:</p> <ul style="list-style-type: none"> <li>• "GR retroactive enrollment" indicated on the claim.</li> <li>• A copy of the letter received from the local county or tribal agency.</li> </ul>	ForwardHealth GR Retro Eligibility Ste 50 313 Blettner Blvd Madison WI 53784

**Medicare Denial Occurs After the Submission Deadline**

Description of the Exception	Documentation Requirements	Submission Address
This exception occurs when claims submitted to Medicare (within 365 days of the DOS) are denied by Medicare after the 365-day submission deadline. A waiver of the submission deadline will not be granted when Medicare denies a claim for one of the following reasons:	To receive consideration, the following must be submitted within 90 days of the Medicare processing date:	ForwardHealth Timely Filing

<ul style="list-style-type: none"> <li>• The charges were previously submitted to Medicare.</li> <li>• The member name and identification number do not match.</li> <li>• The services were previously denied by Medicare.</li> <li>• The provider retroactively applied for Medicare enrollment and did not become enrolled.</li> </ul>	<ul style="list-style-type: none"> <li>• A copy of the Medicare remittance information.</li> <li>• The appropriate Medicare disclaimer code must be indicated on the claim.</li> </ul>	Ste 50 313 Blettner Blvd  Madison WI 53784
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**Refund Request from an Other Health Insurance Source**

Description of the Exception	Documentation Requirements	Submission Address
This exception occurs when an other health insurance source reviews a previously paid claim and determines that reimbursement was inappropriate.	To receive consideration, the following documentation must be submitted within 90 days from the date of recoupment notification: <ul style="list-style-type: none"> <li>• A copy of the commercial health insurance remittance information.</li> <li>• A copy of the remittance information showing recoupment for crossover claims when Medicare is recouping payment.</li> </ul>	ForwardHealth Timely Filing Ste 50 313 Blettner Blvd Madison WI 53784

**Retroactive Member Enrollment**

Description of the Exception	Documentation Requirements	Submission Address
This exception occurs when a claim cannot be submitted within the submission deadline due to a delay in the determination of a member's retroactive enrollment.	To receive consideration, the request must be submitted within 180 days from the date the backdated enrollment was added to the member's enrollment information. In addition, "retroactive enrollment" must be indicated on the claim.	ForwardHealth Timely Filing Ste 50 313 Blettner Blvd  Madison WI 53784

# Coordination of Benefits

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Archive Date:03/01/2018

## Coordination of Benefits:Commercial Health Insurance

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Topic #595

### Assignment of Insurance Benefits

Assignment of insurance benefits is the process by which a specified party (e.g., provider or policyholder) becomes entitled to receive payment for claims in accordance with the insurance company policies.

Commercial health insurance companies may permit reimbursement to the provider or member. Providers should verify whether commercial health insurance benefits may be assigned to the provider. As indicated by the commercial health insurance, providers may be required to obtain approval from the member for this assignment of benefits.

If the provider is assigned benefits, providers should bill the commercial health insurance.

If the member is assigned insurance benefits, it is appropriate to submit a claim to ForwardHealth without billing the commercial health insurance. In this instance providers should indicate the appropriate other insurance indicator or complete the [Explanation of Medical Benefits form](#), as applicable. ForwardHealth will bill the commercial health insurance.

Topic #19617

### Claims for Behavioral Treatment Services Denied by Commercial Health Insurance

If a correct and complete claim for behavioral treatment was denied or services that are covered by BadgerCare Plus and Wisconsin Medicaid are recouped by a commercial health insurance company, the provider may submit a claim to ForwardHealth for those services. To allow payment in this situation, providers are encouraged to follow the requirements (e.g., request PA (prior authorization) before providing the service for covered services that require PA). Providers are required to have an approved PA request from ForwardHealth for behavioral treatment for the DOS (date of service) indicated on the claim in order for the treatment to be considered for reimbursement. ForwardHealth may reimburse for the service up to the allowed amount (less any payments made by other health insurance sources).

*Note:* The provider is required to demonstrate that a correct and complete claim was denied by the commercial health insurance company. ForwardHealth will not reimburse claims denied by commercial health insurance due to billing errors or when the provider was out of the commercial insurer's network of providers. ForwardHealth will only coordinate benefits when members use a provider in their commercial insurer's network.

ForwardHealth will consider reimbursement of claims denied by commercial health insurance when behavioral treatment is not a covered benefit under the member's plan and/or when the member has reached his or her maximum annual benefit for behavioral treatment.

Some commercial health insurance carriers will not process claims for behavioral treatment/ABA (Applied Behavior Analysis) services when the service is excluded from the member's benefit plan. These carriers will typically issue an Administrative Denial Letter to the provider. This letter must be retained in the member's file.

When behavioral treatment is excluded from commercial health insurance coverage and/or when members have reached their maximum annual benefit, providers are encouraged to bill ForwardHealth using the [adaptive behavior treatment procedure codes](#) allowable under ForwardHealth policy. For members with commercial health insurance, every claim for behavioral treatment must be submitted to ForwardHealth using the claim adjustment reason code that best describes the carrier's reason for non-payment. The Administrative Denial Letter must be retained in the member's file to substantiate the claim adjustment reason code or [other insurance indicator](#) that was submitted on the claim. Copies of the Administrative Denial Letter should not be sent to ForwardHealth.

*Note:* Commercial health insurance benefit plans change on a regular basis. In order to comply with Wisconsin state statutes, providers are required to validate a member's coverage when the plan year changes and update the member's file accordingly.

Topic #844

### Claims for Services Denied by Commercial Health Insurance

If commercial health insurance denies or recoups payment for services that are covered by BadgerCare Plus and Wisconsin Medicaid, the provider may submit a claim for those services. To allow payment in this situation, providers are encouraged to follow the requirements (e.g., request PA (prior authorization) before providing the service for covered services that require PA). If the requirements are followed, ForwardHealth may reimburse for the service up to the allowed amount (less any payments made by other health insurance sources).

*Note:* The provider is required to demonstrate that a correct and complete claim was denied by the commercial health insurance company for a reason other than that the provider was out of network.

Topic #598

### Commercial Fee-for-Service

Fee-for-service commercial health insurance is the traditional health care payment system under which providers receive a payment for each unit of service provided rather than a capitation payment for each member. Such insurance usually does not restrict health care to a particular network of providers.

When commercial health insurance plans give the member the option of getting care within or outside a provider network, non-network providers *may* be reimbursed by the commercial health insurance company for covered services if they follow the commercial health insurance plan's billing rules.

Topic #601

## Definition of Commercial Health Insurance

Commercial health insurance is defined as any type of health benefit not obtained from Medicare or Wisconsin Medicaid and BadgerCare Plus. The insurance may be employer-sponsored or privately purchased. Commercial health insurance may be provided on a fee-for-service basis or through a managed care plan.

Common types of commercial health insurance include HMOs, PPOs (preferred provider organizations), POS (point-of-service) plans, Medicare Advantage plans, Medicare supplemental plans, dental plans, vision plans, HRAs (health reimbursement accounts), and LTC (long-term care) plans. Some commercial health insurance providers restrict coverage to a specified group of providers in a particular service area.

When commercial health insurance plans require members to use a designated network of providers, non-network (i.e., providers who do not have a contract with the member's commercial health insurance plan) will be reimbursed by the commercial health insurance plan **only** if they obtain a referral or provide an emergency service.

Except for emergency services and covered services that are not covered under the commercial health insurance plan, members enrolled in both a commercial health insurance plan and BadgerCare Plus or Wisconsin Medicaid (i.e., state-contracted MCO (managed care organization), fee-for-service) are required to receive services from providers affiliated with the commercial health insurance plan. In this situation, providers are required to refer the members to the commercial health insurance plan's network providers. This is necessary because commercial health insurance is always primary to BadgerCare Plus.

BadgerCare Plus and Wisconsin Medicaid will **not** reimburse the provider if the commercial health insurance plan denied or would deny payment because a service otherwise covered under the commercial health insurance plan was performed by a provider outside the plan. In addition, if a member receives a covered service outside his or her commercial health insurance plan, the provider cannot collect payment from the member.

Topic #602

## Discounted Rates

Providers of services that are discounted by commercial health insurance should include the following information on claims or on the [Explanation of Medical Benefits form](#), as applicable:

- Their [usual and customary charge](#).
- The appropriate other insurance indicator.
- The amount, if any, actually received from commercial health insurance as the amount paid by commercial health insurance.

Topic #596

## Exhausting Commercial Health Insurance Sources

Providers are required to exhaust commercial health insurance sources before submitting claims to ForwardHealth. This is accomplished by following the process indicated in the following steps. Providers are required to prepare complete and accurate documentation of efforts to bill commercial health insurance to substantiate other insurance indicators used on any claim.

### Step 1. Determine if the Member Has Commercial Health Insurance

**If Wisconsin's EVS (Enrollment Verification System) does not indicate that the member has commercial health insurance**, the provider may submit a claim to ForwardHealth unless the provider is otherwise aware of commercial health insurance coverage.

**If the member disputes the information as it is indicated in the EVS**, the provider should submit a completed [Commercial Other Coverage Discrepancy Report \(F-01159 \(04/2017\)\)](#) form. Unless the service does not require other health insurance billing, the provider should allow at least two weeks before proceeding to Step 2.

### Step 2. Determine if the Service Requires Other Health Insurance Billing

**If the service requires other health insurance billing**, the provider should proceed to Step 3.

**If the service does not require other health insurance billing**, the provider should proceed in one of the following ways:

- The provider is encouraged to bill commercial health insurance if he or she believes that benefits are available. Reimbursement from commercial health insurance may be greater than the Medicaid-allowed amount. If billing commercial health insurance first, the provider should proceed to Step 3.
- The provider may submit a claim without indicating an other insurance indicator on the claim or on the [Explanation of Medical Benefits form](#), as applicable.

The provider may not bill Wisconsin Medicaid and commercial health insurance simultaneously. Simultaneous billing may constitute fraud and interferes with Wisconsin Medicaid's ability to recover prior payments.

### Step 3. Identify Assignment of Commercial Health Insurance Benefits

The provider should verify whether commercial health insurance benefits may be assigned to the provider. (As indicated by commercial health insurance, the provider may be required to obtain approval from the member for this assignment of benefits.)

The provider should proceed in one of the following ways:

- **If the provider is assigned benefits**, the provider should bill commercial health insurance and proceed to Step 4.
- **If the member is assigned insurance benefits**, the provider may submit a claim (without billing commercial health insurance) using the appropriate other insurance indicator or complete the [Explanation of Medical Benefits form](#), as applicable.

If the commercial health insurance reimburses the member, the provider may collect the payment from the member. If the provider receives reimbursement from Wisconsin Medicaid and the member, the provider is required to return the lesser amount to Wisconsin Medicaid.

### Step 4. Bill Commercial Health Insurance and Follow Up

If commercial health insurance denies or partially reimburses the provider for the claim, the provider may proceed to Step 5.

If commercial health insurance does not respond within 45 days, the provider should follow up the original claim with an inquiry to commercial health insurance to determine the disposition of the claim. If commercial health insurance does not respond within 30 days of the inquiry, the provider may proceed to Step 5.

#### Step 5. Submit Claim to ForwardHealth

If only partial reimbursement is received, if the correct and complete claim is denied by commercial health insurance, or if commercial health insurance does not respond to the original and follow-up claims, the provider may submit a claim to ForwardHealth using the appropriate other insurance indicator or complete the Explanation of Medical Benefits form, as applicable. Commercial remittance information should not be attached to the claim.

Topic #18497

## Explanation of Medical Benefits Form Requirement

An [Explanation of Medical Benefits \(F-01234 \(11/14\)\)](#) form must be included for each other payer when other health insurance sources (e.g., commercial insurance, Medicare) are indicated on a paper claim or paper adjustment.

*Note:* ADA (American Dental Association) claims and claim adjustments and compound and noncompound drug claims and claim adjustments are **not** subject to the requirements regarding use of the Explanation of Medical Benefits form.

Paper claims or adjustment requests that have other health insurance indicated may be returned to the provider unprocessed or denied if they are submitted without the Explanation of Medical Benefits form for each other payer. Paper claims or adjustments submitted with incorrect or incomplete Explanation of Medical Benefits forms will also be returned or denied.

Use of the ForwardHealth Explanation of Medical Benefits form is mandatory; providers are required to use an exact copy. ForwardHealth will not accept alternate versions (i.e., retyped or otherwise reformatted) of the Explanation of Medical Benefits form.

The Explanation of Medical Benefits form requirement for paper claims and adjustments is intended to help ensure consistency with electronic claims and adjustments submitted via the ForwardHealth Portal or using an 837 (837 Health Care Claim) transaction (including those submitted using PES (Provider Electronic Solutions) software or through a clearinghouse or software vendor).

The Explanation of Medical Benefits form requirement applies to paper claims and paper adjustments submitted to Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and the WCDP (Wisconsin Chronic Disease Program). Providers are reminded that, except for a few instances, Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and WCDP are payers of last resort for any covered service. Therefore, providers are required to make a reasonable effort to exhaust all other existing health insurance sources before submitting claims to ForwardHealth or to a state-contracted MCO (managed care organization).

Wisconsin Medicaid and BadgerCare Plus are not payers of last resort for members who receive coverage from [certain governmental programs](#). Providers should ask members if they have coverage from these other government programs.

If a member becomes retroactively enrolled in Wisconsin Medicaid or BadgerCare Plus after the provider has already been reimbursed by one of these government programs, the provider may be required to submit the claims to ForwardHealth and refund the payment from the government program.

### Ink, Data Alignment, and Quality Standards for Paper Claim Submission

In order for OCR (Optical Character Recognition) software to read paper claim forms accurately, the claim forms must comply with certain ink standards, as well as other data alignment and quality standards. The Explanation of Medical Benefits form will also need to comply with [these standards](#).

Topic #263

## Members Unable to Obtain Services Under Managed Care Plan

Sometimes a member's enrollment file shows commercial managed care coverage, but the member is unable to receive services from the managed care plan. Examples of such situations include the following:

- Children enrolled in a commercial managed care plan by a noncustodial parent if the custodial parent refuses to use the coverage.
- Members enrolled in a commercial managed care plan who reside outside the service area of the managed care plan.
- Members enrolled in a commercial managed care plan who enter a nursing facility that limits the member's access to managed care providers.

In these situations, Wisconsin Medicaid will reimburse services covered by both BadgerCare Plus or Medicaid and the commercial managed care plan even though the services are obtained from providers outside the plan.

When submitting claims for these members, providers should do one of the following:

- Indicate the other insurance information on the [Explanation of Medical Benefits Form](#) for paper claims.
- Refer to the Wisconsin [PES \(Provider Electronic Solutions\) manual](#) or the appropriate [837 \(837 health care claim\) companion guide](#) to determine the appropriate other insurance indicator for [electronic claims](#).

Topic #604

## Non-reimbursable Commercial Health Insurance Services

Providers are not reimbursed for the following:



- Services covered by a commercial health insurance plan, except for coinsurance, copayment, or deductible.
- Services for which providers contract with a commercial health insurance plan to receive a capitation payment for services.

Topic #605

## Other Insurance Indicators

Other insurance indicators are used to report results of commercial health insurance billing and to report when existing insurance was not billed according to Wisconsin Medicaid expectations. Providers are required to use these indicators as applicable on professional, institutional, or dental claims or on the [Explanation of Medical Benefits form](#), as applicable, submitted for members with commercial health insurance. The intentional misuse of other insurance indicators to obtain inappropriate reimbursement constitutes fraud.

Other insurance indicators identify the status and availability of commercial health insurance. The indicators allow providers to be reimbursed correctly when the following occur:

- Commercial health insurance exists, does not apply, or when, for some valid reason, the provider is unable to obtain such reimbursement by reasonable means.
- Commercial health insurance does not cover the service provided.
- Full or partial payment was made by commercial health insurance.

Code	Description
OI-P	PAID in part or in full by commercial health insurance, and/or was applied toward the deductible, coinsurance, copayment, blood deductible or psychiatric reduction. Indicate the amount paid by commercial health insurance to the provider or to the insured.
OI-D	DENIED by commercial health insurance following submission of a correct and complete claim. Do not use this code unless the claim was actually billed to the commercial health insurer.
OI-Y	YES, the member has commercial health insurance coverage, but it was not billed for reasons including, but not limited to, the following: <ul style="list-style-type: none"> <li>• The member denied coverage or will not cooperate.</li> <li>• The provider knows the service in question is not covered by the carrier.</li> <li>• The member's commercial health insurance failed to respond to initial and follow-up claims.</li> <li>• Benefits are not assignable or cannot get assignment.</li> <li>• Benefits are exhausted.</li> </ul>

The provider may not use OI-D or OI-Y if the member is covered by a commercial HMO and the HMO denied payment because an otherwise covered service was not rendered by a designated provider. Services covered by a commercial HMO are not reimbursable by ForwardHealth except for the copayment and deductible amounts. Providers who receive a capitation payment from the commercial HMO may not bill ForwardHealth for services that are included in the capitation payment.

Providers should not use other insurance indicators when the following occur:

- Wisconsin's EVS (Enrollment Verification System) indicates no commercial health insurance for the DOS (date of service).
- The service does not require other health insurance billing.
- Claim denials from other payers relating to NPI (National Provider Identifier) and related data should be resolved with that payer and not submitted to ForwardHealth. Payments made in these situations may be recouped.

## Documentation Requirements

Providers are required to prepare and maintain truthful, accurate, complete, legible, and concise documentation of efforts to bill commercial health insurance sources to substantiate other insurance indicators used on any claim, according to [DHS 106.02\(9\)\(a\)](#), Wis. Admin. Code.

Topic #18977

## Procedure Codes for Claims When Commercial Health Insurance Is the Primary Payer

Information is available for [DOS \(dates of service\) before January 1, 2018](#).

When a member is enrolled in both a commercial health insurance plan and BadgerCare Plus or Wisconsin Medicaid, the provider is [required to submit claims to commercial health insurance sources before submitting claims to ForwardHealth](#). Even when a member has a known deductible or cost share, primary insurance must process the claim prior to submission to ForwardHealth. The outcome of the primary insurance claim submission, regardless of payment status, is required for secondary claims processing by ForwardHealth.

ForwardHealth recognizes that commercial insurance policies and procedure codes for behavioral treatment do not always match ForwardHealth policies and [procedure codes](#). For example, some commercial insurers use a single procedure code for billing all behavioral treatment services, regardless of the specific service rendered, the skill level of the renderer, or the number of renderers billed concurrently.

When coordinating commercial insurance and Medicaid benefits, providers are required to bill the commercial health insurance plan **according to the commercial insurer's policies and designated procedure codes, modifiers, and units billed**. Do not use modifiers TG or TF when submitting claims to the commercial insurer unless they are required under the commercial insurer's policy. After receiving the claims processing outcome (i.e., RA (Remittance Advice)) from the commercial insurer, the provider may [submit a claim to ForwardHealth](#) for consideration of any remaining balance, **using the same procedure codes, modifiers, and units billed on the original commercial insurance claim**.

ForwardHealth accepts the following CPT (Current Procedural Terminology) or HCPCS (Healthcare Common Procedure Coding System) procedure codes when allowed by commercial health insurance companies for reimbursement of behavioral treatment services:

- 90791 (Psychiatric diagnostic evaluation)
- G0515 (Development of cognitive skills to improve attention, memory, problem solving [includes compensatory training], direct [one-on-one] patient contact, each 15 minutes)
- H0031 (Mental health assessment, by non-physician)
- H0032 (Mental health service plan development by non-physician)
- H2012 (Behavioral health day treatment, per hour)
- H2014 (Skills training and development, per 15 minutes)
- H2019 (Therapeutic behavioral services, per 15 minutes)

ForwardHealth does not use billing crosswalks between commercial insurance procedure codes and ForwardHealth's allowable procedure codes in any benefit areas. COB (coordination of benefits) claims are paid using the procedure code billed to commercial insurance, based on ForwardHealth's maximum allowable fee schedule, which is the standard, statewide, maximum rate that can be paid for a procedure code.

*Note:* The requirement for providers to submit claims to commercial insurance companies according to the commercial insurer's coding guidance does not waive other ForwardHealth program requirements. These requirements (e.g., provider qualifications, medical necessity, documentation requirements) are still in effect. ForwardHealth will not reimburse providers for services that do not meet program requirements.

All units of direct treatment billed against the previously listed CPT codes will be deducted from the total treatment units authorized by ForwardHealth.

Topic #769

## Services Requiring Commercial Health Insurance Billing

If ForwardHealth indicates that the member has other commercial health insurance, the provider is required to bill the following services to commercial health insurance before submitting claims to ForwardHealth:

- Ambulance services, if provided as emergency services
- Anesthetist services
- Audiology services, unless provided in a nursing home or SNF (skilled nursing facility)
- Behavioral treatment
- Blood bank services
- Chiropractic services
- Dental services
- DME (durable medical equipment) (rental or purchase), prosthetics, and hearing aids if the billed amount is over \$10.00 per item
- Home health services (excluding PC (personal care) services)
- Hospice services
- Hospital services, including inpatient or outpatient
- Independent nurse, nurse practitioner, or nurse midwife services
- Laboratory services
- Medicare-covered services for members who have Medicare and commercial health insurance
- In-home mental health/substance abuse treatment services for children (HealthCheck "Other Services") rendered by providers at the master's degree level, doctoral level, and psychiatrist level
- Outpatient mental health/substance abuse services
- Mental health/substance abuse day treatment services, including child and adolescent day treatment
- Narcotic treatment services
- PT (physical therapy), OT (occupational therapy), and SLP (speech and language pathology) services, unless provided in a nursing home or SNF
- Physician assistant services
- Physician services, including surgery, surgical assistance, anesthesiology, or any service to a hospital inpatient (however, physician services provided to a woman whose primary diagnosis indicates a high-risk pregnancy do not require commercial health insurance billing)
- Pharmacy services for members with verified drug coverage
- Podiatry services
- PDN (private duty nursing) services
- Radiology services
- RHC (rural health clinic) services
- Skilled nursing home care, if any DOS (date of service) is within 120 days of the date of admission; if benefits greater than 120 days are available, the nursing home is required to continue to bill for them until those benefits are exhausted
- Vision services over \$50, unless provided in a home, nursing home, or SNF

If ForwardHealth indicates the member has other vision coverage, the provider is required to bill the following services to commercial health insurance before submitting claims to ForwardHealth:

- Ophthalmology services
- Optometrist services

If ForwardHealth indicates the member has Medicare supplemental plan coverage, the provider is required to bill the following services to commercial health insurance before submitting claims to ForwardHealth:

- Alcohol, betadine, and/or iodine provided by a pharmacy or medical vendor
- Ambulance services
- Ambulatory surgery center services
- Breast reconstruction services
- Chiropractic services
- Dental anesthesia services
- Home health services (excluding PC services)

- Hospital services, including inpatient or outpatient
- Medicare-covered services
- Osteopath services
- Physician services
- Skilled nursing home care, if any DOS is within 100 days of the date of admission; if benefits greater than 100 days are available, the nursing home is required to continue to bill for them until those benefits are exhausted

ForwardHealth has identified [services requiring Medicare Advantage billing](#).

## Other Coverage Information

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Topic #4940

### After Reporting Discrepancies

After receiving a [Commercial Other Coverage Discrepancy Report \(F-01159 \(04/2017\)\)](#) form or [Medicare Other Coverage Discrepancy Report \(F-02074 \(04/2017\)\)](#) form, ForwardHealth confirms the information and updates the member files.

It may take up to two weeks to process and update the member's enrollment information. During that time, ForwardHealth verifies the insurance information submitted and adds, changes, or removes the member's other coverage information as appropriate. If verification contradicts the provider's information, a written explanation is sent to the provider. The provider should wait to submit claims until one of the following occurs:

- The provider verifies through Wisconsin's EVS (Enrollment Verification System) that the member's other coverage information has been updated.
- The provider receives a written explanation.

Topic #4941

### Coverage Discrepancies

Maintaining complete and accurate insurance information may result in fewer claim denials. Providers are an important source of other coverage information as they are frequently the first to identify coverage discrepancies.

Topic #609

### Insurance Disclosure Program

ForwardHealth receives policyholder files from most major commercial health insurance companies on a monthly basis. ForwardHealth then compares this information with member enrollment files. If a member has commercial health insurance, ForwardHealth revises the member's enrollment file with the most current information.

The insurance company is solely responsible for the accuracy of this data. If the insurance company provides information that is not current, ForwardHealth's files may be inaccurate.

Topic #610

### Maintaining Accurate and Current Records

ForwardHealth uses many sources of information to keep accurate and current records of a member's other coverage, including the following:

- Insurance Disclosure program.
- Providers who submit an [Commercial Other Coverage Discrepancy Report \(F-01159 \(04/2017\)\)](#) form or [Medicare Other Coverage Discrepancy Report \(F-02074 \(04/2017\)\)](#) form.
- Member certifying agencies.
- Members.

The information about a member's other health insurance coverage in the member files may be incomplete or incorrect if ForwardHealth received inaccurate information from the other health insurance source or the member's certifying agency.

Topic #4942

### Reporting Discrepancies

Providers are encouraged to report discrepancies to ForwardHealth by submitting the [Commercial Other Coverage Discrepancy Report \(F-01159 \(04/2017\)\)](#) form or [Medicare Other Coverage Discrepancy Report \(F-02074 \(04/2017\)\)](#) form. Providers are asked to complete the form in the following situations:

- The provider is aware of other coverage information that is not indicated by Wisconsin's EVS (Enrollment Verification System).
- The provider received other coverage information that contradicts the information indicated by the EVS.
- A claim is denied because the EVS indicates commercial managed care coverage but the coverage is not available to the member (e.g., the member does not live in the plan's service area).

Providers should not use the Commercial Other Coverage Discrepancy Report form or Medicare Other Coverage Discrepancy Report form to update any information regarding a member's coverage in a state-contracted MCO (managed care organization).

When reporting discrepancies, providers should include photocopies of current insurance cards and any available documentation, such as remittance information and benefit coverage dates or denials.

## Provider-Based Billing

Topic #19618

### Discovery of Commercial Insurance After Payment by ForwardHealth

If, after paying a claim for behavioral treatment, ForwardHealth discovers that the member had commercial health insurance coverage on the DOS (date of service) included on the claim, ForwardHealth will submit an invoice to the provider for the previously paid claim. The [provider is required to seek reimbursement from the commercial health insurer](#) upon receipt of this invoice using the commercial insurer's policies and designated procedure codes, modifiers, and units billed.

Topic #660

### Purpose of Provider-Based Billing

The purpose of provider-based billing is to reduce costs by ensuring that providers receive maximum reimbursement from other health insurance sources that are primary to BadgerCare Plus or Wisconsin Medicaid. For example, a provider-based billing claim is created when BadgerCare Plus or Wisconsin Medicaid pays a claim and later discovers that other coverage exists or was made retroactive. Since BadgerCare Plus and Wisconsin Medicaid benefits are secondary to those provided by most other health insurance sources, providers are required to seek reimbursement from the primary payer, as stated in [DHS 106.03\(7\)](#), Wis. Admin. Code.

Topic #658

### Questions About Provider-Based Billing

For questions about provider-based billing claims that are within the 120-day limit, providers may call the Coordination of Benefits Unit at 608-243-0676. Providers may fax the corresponding Provider-Based Billing Summary to 608-221-4567 at the time of the telephone call.

For questions about provider-based billing claims that are *not* within the 120-day limit, providers may call [Provider Services](#).

Topic #661

### Receiving Notification

When a provider-based billing claim is created, the provider will receive the following:

- A notification letter.
- A Provider-Based Billing Summary. The Summary lists each claim from which a provider-based billing claim was created. The Summary also indicates the corresponding primary payer for each claim and necessary information for providers to review and handle each claim.

If a member has coverage through multiple other health insurance sources, the provider may receive additional Provider-Based Billing Summaries and provider-based billing claims for each other health insurance source that is on file.

Topic #659

### Responding to ForwardHealth After 120 Days

If a response is not received within 120 days, the amount originally paid by BadgerCare Plus or Wisconsin Medicaid will be withheld from future payments. This is not a final action. To receive payment after the original payment has been withheld, providers are required to submit the required documentation to the appropriate address as indicated in the following tables. For DOS (dates of service) that are within claims submission deadlines, providers should refer to the first table. For DOS that are beyond claims submission deadlines, providers should refer to the second table.

Within Claims Submission Deadlines		
Scenario	Documentation Requirement	Submission Address
The provider discovers through the EVS (Wisconsin's Enrollment Verification System) that ForwardHealth has removed or ended the other health insurance coverage from the member's file.	A claim according to normal claims submission procedures (do <b>not</b> use the prepared provider-based billing claim).	ForwardHealth Claims and Adjustments 313 Blettner Blvd Madison WI 53784
The provider discovers that the member's other coverage information (i.e., enrollment dates) reported by the EVS is invalid.	<ul style="list-style-type: none"> <li>• An <a href="#">Commercial Other Coverage Discrepancy Report (F-01159 (04/2017))</a> form or <a href="#">Medicare Other Coverage Discrepancy Report (F-02074 (04/2017))</a>.</li> <li>• A claim according to normal claims submission procedures after verifying that the member's other coverage information has been updated by using the EVS (do <b>not</b> use the prepared</li> </ul>	Send the Commercial Other Coverage Discrepancy Report form or Medicare Other Coverage Discrepancy Report form to the address indicated on the form.  Send the claim to the following address:  ForwardHealth

	provider-based billing claim).	Claims and Adjustments 313 Blettner Blvd Madison WI 53784
The other health insurance source reimburses or partially reimburses the provider-based billing claim.	<ul style="list-style-type: none"> <li>• A claim according to normal claims submission procedures (do <b>not</b> use the prepared provider-based billing claim).</li> <li>• The appropriate other insurance indicator on the claim or complete and submit the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> <li>• The amount received from the other health insurance source on the claim or complete and submit the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> </ul>	ForwardHealth Claims and Adjustments 313 Blettner Blvd Madison WI 53784
The other health insurance source denies the provider-based billing claim.	<ul style="list-style-type: none"> <li>• A claim according to normal claims submission procedures (do <b>not</b> use the prepared provider-based billing claim).</li> <li>• The appropriate other insurance indicator or Medicare disclaimer code on the claim or complete and submit the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> </ul>	ForwardHealth Claims and Adjustments 313 Blettner Blvd Madison WI 53784
The commercial health insurance carrier does not respond to an initial <b>and</b> follow-up provider-based billing claim.	<ul style="list-style-type: none"> <li>• A claim according to normal claims submission procedures (do <b>not</b> use the prepared provider-based billing claim).</li> <li>• The appropriate other insurance indicator on the claim or complete and submit the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> </ul>	ForwardHealth Claims and Adjustments 313 Blettner Blvd Madison WI 53784

Beyond Claims Submission Deadlines		
Scenario	Documentation Requirement	Submission Address
The provider discovers through the EVS that ForwardHealth has removed or ended the other health insurance coverage from the member's file.	<ul style="list-style-type: none"> <li>• A claim (do <b>not</b> use the prepared provider-based billing claim).</li> <li>• A <a href="#">Timely Filing Appeals Request (F-13047 (08/15))</a> form according to normal timely filing appeals procedures.</li> </ul>	ForwardHealth Timely Filing Ste 50 313 Blettner Blvd Madison WI 53784
The provider discovers that the member's other coverage information (i.e., enrollment dates) reported by the EVS is invalid.	<ul style="list-style-type: none"> <li>• A Commercial Other Coverage Discrepancy Report form or Medicare Other Coverage Discrepancy Report form.</li> <li>• <b>After</b> using the EVS to verify that the member's other coverage information has been updated, include both of the following:                             <ul style="list-style-type: none"> <li>◦ A claim (do <b>not</b> use the prepared provider-based billing claim.)</li> <li>◦ A Timely Filing Appeals Request form according to normal timely filing appeals procedures.</li> </ul> </li> </ul>	Send the Commercial Other Coverage Discrepancy Report form or Medicare Other Coverage Discrepancy Report form to the address indicated on the form.  Send the timely filing appeals request to the following address:  ForwardHealth Timely Filing Ste 50 313 Blettner Blvd Madison WI 53784
The commercial health insurance carrier reimburses or partially reimburses the provider-based billing claim.	<ul style="list-style-type: none"> <li>• A claim (do <b>not</b> use the prepared provider-based billing claim).</li> <li>• Indicate the appropriate other insurance indicator on the claim or complete and submit the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> <li>• Indicate the amount received from the commercial insurance on the claim or complete and submit the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> <li>• A Timely Filing Appeals Request form according to normal timely filing appeals procedures.</li> </ul>	ForwardHealth Timely Filing Ste 50 313 Blettner Blvd Madison WI 53784
	<ul style="list-style-type: none"> <li>• A claim (do <b>not</b> use the prepared provider-based billing claim).</li> </ul>	

<p>The other health insurance source denies the provider-based billing claim.</p>	<ul style="list-style-type: none"> <li>• The appropriate other insurance indicator or Medicare disclaimer code on the claim or complete and submit the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> <li>• A Timely Filing Appeals Request form according to normal timely filing appeals procedures.</li> <li>• The Provider-Based Billing Summary.</li> <li>• Documentation of the denial, including any of the following:             <ul style="list-style-type: none"> <li>◦ Remittance information from the other health insurance source.</li> <li>◦ A written statement from the other health insurance source identifying the reason for denial.</li> <li>◦ A letter from the other health insurance source indicating a policy termination date that proves that the other health insurance source paid the member.</li> <li>◦ A copy of the insurance card or other documentation from the other health insurance source that indicates that the policy provides limited coverage such as pharmacy, dental, or Medicare supplemental coverage only.</li> </ul> </li> <li>• The DOS, other health insurance source, billed amount, and procedure code indicated on the documentation must match the information on the Provider-Based Billing Summary.</li> </ul>	<p>ForwardHealth Timely Filing Ste 50 313 Blettner Blvd Madison WI 53784</p>
<p>The commercial health insurance carrier does not respond to an initial and follow-up provider-based billing claim.</p>	<ul style="list-style-type: none"> <li>• A claim (do <b>not</b> use the prepared provider-based billing claim).</li> <li>• The appropriate other insurance indicator on the claim or complete and submit the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> <li>• A Timely Filing Appeals Request form according to normal timely filing appeals procedures.</li> </ul>	<p>ForwardHealth Timely Filing Ste 50 313 Blettner Blvd Madison WI 53784</p>

Topic #662

## Responding to ForwardHealth Within 120 Days

Within 120 days of the date on the Provider-Based Billing Summary, the Provider-Based Billing Unit must receive documentation verifying that one of the following occurred:

- The provider discovers through the EVS (Enrollment Verification System) that ForwardHealth has removed or ended the other health insurance coverage from the member's file.
- The provider verifies that the member's other coverage information reported by ForwardHealth is invalid.
- The other health insurance source reimbursed or partially reimbursed the provider-based billing claim.
- The other health insurance source denied the provider-based billing claim.
- The other health insurance source failed to respond to an initial **and** follow-up provider-based billing claim.

When responding to ForwardHealth within 120 days, providers are required to submit the required documentation to the appropriate address as indicated in the following table. If the provider's response to ForwardHealth does not include all of the required documentation, the information will be returned to the provider. The provider is required to send the complete information within the original 120-day limit.

Scenario	Documentation Requirement	Submission Address
<p>The provider discovers through the EVS that ForwardHealth has removed or ended the other health insurance coverage from the member's file.</p>	<ul style="list-style-type: none"> <li>• The Provider-Based Billing Summary.</li> <li>• Indication that the EVS no longer reports the member's other coverage.</li> </ul>	<p>ForwardHealth Provider-Based Billing PO Box 6220 Madison WI 53716-0220 Fax (608) 221-4567</p>
<p>The provider discovers that the member's other coverage information (i.e., enrollment dates) reported by the EVS is invalid.</p>	<ul style="list-style-type: none"> <li>• The Provider-Based Billing Summary.</li> <li>• One of the following:             <ul style="list-style-type: none"> <li>◦ The name of the person with whom the provider spoke and the member's correct other coverage information.</li> <li>◦ A printed page from an enrollment website containing the member's correct other coverage information.</li> </ul> </li> </ul>	<p>ForwardHealth Provider-Based Billing PO Box 6220 Madison WI 53716-0220 Fax (608) 221-4567</p>
	<ul style="list-style-type: none"> <li>• The Provider-Based Billing Summary.</li> <li>• A copy of the remittance information received from the other health insurance source.</li> <li>• The DOS (date of service), other health insurance source, billed amount, and procedure code indicated</li> </ul>	

The other health insurance source reimburses or partially reimburses the provider-based billing claim.	<p>on the other insurer's remittance information must match the information on the Provider-Based Billing Summary.</p> <ul style="list-style-type: none"> <li>• A copy of the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> </ul> <p><i>Note:</i> In this situation, ForwardHealth will initiate an adjustment if the amount of the other health insurance payment does not exceed the allowed amount (even though an adjustment request should not be submitted). However, providers (except nursing home and hospital providers) may issue a cash refund. Providers who choose this option should include a refund check but should not use the Claim Refund form.</p>	ForwardHealth Provider-Based Billing PO Box 6220 Madison WI 53716-0220 Fax (608) 221-4567
The other health insurance source denies the provider-based billing claim.	<ul style="list-style-type: none"> <li>• The Provider-Based Billing Summary.</li> <li>• Documentation of the denial, including any of the following: <ul style="list-style-type: none"> <li>◦ Remittance information from the other health insurance source.</li> <li>◦ A letter from the other health insurance source indicating a policy termination date that precedes the DOS.</li> <li>◦ Documentation indicating that the other health insurance source paid the member.</li> <li>◦ A copy of the insurance card or other documentation from the other health insurance source that indicates the policy provides limited coverage such as pharmacy, dental, or Medicare supplemental coverage.</li> <li>◦ A copy of the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> </ul> </li> <li>• The DOS, other health insurance source, billed amount, and procedure code indicated on the documentation must match the information on the Provider-Based Billing Summary.</li> </ul>	ForwardHealth Provider-Based Billing PO Box 6220 Madison WI 53716-0220 Fax (608) 221-4567
The other health insurance source fails to respond to the initial <b>and</b> follow-up provider-based billing claim.	<ul style="list-style-type: none"> <li>• The Provider-Based Billing Summary.</li> <li>• Indication that no response was received by the other health insurance source.</li> <li>• Indication of the dates that the initial and follow-up provider-based billing claims were submitted to the other health insurance source.</li> </ul>	ForwardHealth Provider-Based Billing PO Box 6220 Madison WI 53716-0220 Fax (608) 221-4567

Topic #663

## Submitting Provider-Based Billing Claims

For each provider-based billing claim, the provider is required to send a claim to the appropriate other health insurance source. The provider should add all information required by the other health insurance source to the claim. The providers should also attach additional documentation (e.g., Medicare's remittance information) if required by the other health insurance source.



# Covered and Noncovered Services

## 3

Archive Date:03/01/2018

## Covered and Noncovered Services:Codes

Topic #18957

### Modifiers

When submitting claims or PA (prior authorization) requests for behavioral treatment services, providers are required to include a [modifier with the procedure code](#) to indicate the type of treatment (comprehensive or focused) that was provided. ForwardHealth recognizes modifier TG for comprehensive treatment claims and TF for focused treatment claims. In addition to the TG or TF modifiers, providers are also required to submit modifier AM when submitting claims or PA requests for team meetings. Providers are required to submit both the TF and 52 modifiers when submitting claims or PA requests for focused behavioral treatment when technicians are included on the treatment team. Each line of detail submitted on a claim or claim adjustment requires a modifier. Claims and claim adjustments submitted without the required modifier will be denied.

The following table lists the applicable modifiers providers are required to use when submitting claims for behavioral treatment services.

Modifier	Description	Notes
AM	Physician, team member service	Use with code 0370T when documentation supports that a team meeting was performed. This modifier is used in addition to modifiers TG or TF based on the level of service provided.
TG	Comprehensive level of service	Benefit covers high-intensity, early intervention comprehensive behavioral treatment.
TF	Focused level of service	Benefit covers time-limited lower-intensity treatment that focuses on specific behaviors or deficits.
52	Reduced Services	Use with procedure code 0364T or 0365T. This modifier is used in addition to modifier TF to signify the level of focused behavioral treatment that can be rendered by technicians.

Topic #18958

### Place of Service Codes

Allowable POS (place of service) codes for the behavioral treatment benefit are listed in the following table. Behavioral assessment and treatment may occur in the home, community, or clinic. Based on standard Wisconsin Medicaid definitions of POS that constitute "home" and "clinic," the following codes are allowed.

POS Code	Description
03	School
04	Homeless shelter
05	Indian Health Service free-standing facility
06	Indian Health Service provider-based facility
07	Tribal 638 free-standing facility
08	Tribal 638 provider-based facility
11	Office
12	Home
13	Assisted living facility
14	Group home
16	Temporary lodging
19	Off campus — outpatient hospital
49	Independent clinic
50	Federally qualified health center
71	Public health clinic
72	Rural health clinic

*Note:* When behavioral treatment services are provided in community settings, such as parks, public libraries, or stores, providers should list POS code 12 (home) on the claim.

Topic #18959

### Procedure Codes

Use of CPT (Current Procedural Terminology) procedure codes and applicable modifiers is required on all behavioral treatment claims. Claims or claim adjustments received without an

appropriate CPT code and corresponding modifier will be denied. The [maximum allowable fee schedule](#) indicates maximum allowable fees and copayment rates.

The following table lists CPT codes and applicable modifiers that providers are required to use when requesting PA (prior authorization) and submitting claims for behavioral treatment services. Information on [PA coding guidance](#) and [procedure codes for claims when commercial health insurance is the primary payer](#) is available.

*Note:* ForwardHealth is required to comply with the CMS (Centers for Medicare and Medicaid Services) [NCCI \(National Correct Coding Initiative\)](#) standards. If NCCI standards change, ForwardHealth will comply with the updated standards.

## Behavioral Treatment Procedure Codes

Procedure Code	Procedure Code Description	Required Modifier	Renderer	National NCCI and CPT Coding Guidelines ( <i>Note: Subject to industry change.</i> )	Required Documentation	PA Limits
0359T	<b>Behavior identification assessment</b> , by the physician or other qualified health care professional, face-to-face with patient and caregiver(s), includes administration of standardized and non-standardized tests, detailed behavioral history, patient observation and caregiver interview, interpretation of test results, discussion of findings and recommendations with the primary guardian(s)/ caregiver(s), and preparation of report.	TG (comprehensive) or TF (focused)	Licensed supervisor	<ul style="list-style-type: none"> <li>This code is considered a single unit of service regardless of the number of hours or days required to complete the assessment.</li> <li>The DOS (date of service) is reported as the date the assessment is completed.</li> </ul>	<ul style="list-style-type: none"> <li>Time in/time out</li> <li>Names of staff and caregiver(s) present</li> <li>POS (place of service)</li> <li>Assessment report</li> <li>POC (plan of care)</li> <li>Renderer's signature</li> </ul>	PA required for assessment of member more than one time per six months per provider.
0360T	<b>Observational behavioral follow-up assessment</b> , includes physician or other qualified health care professional direction with interpretation and report, administered by one technician; first 30 minutes of technician time, face-to-face with the patient	TG or TF	Licensed supervisor or treatment therapist	<ul style="list-style-type: none"> <li>Do not report less than 16 minutes of face-to-face technician time (subject to CPT Time-Rule for face-to-face technician time).</li> <li>Includes time spent by physician or other qualified health care professional involved in technician tasks which is considered technician time.</li> <li>Only the time of one technician is reported when more than one is in attendance.</li> </ul>	<ul style="list-style-type: none"> <li>Time in/time out</li> <li>Names of staff and caregiver(s) present</li> <li>POS</li> <li>Assessments completed</li> <li>Renderer's signature</li> </ul>	PA required for assessment of member more than two months after 0359T service date.
0361T	<b>Observational behavioral follow-up assessment</b> , includes physician or other qualified health care professional direction with interpretation and report, administered by one technician; each additional 30 minutes of technician time, face-to-face with the patient (List separately in addition to code for primary service)	TG or TF	Licensed supervisor or treatment therapist	<ul style="list-style-type: none"> <li>Add-on code that must be used in conjunction with 0360T.</li> <li>Do not report less than 16 minutes of face-to-face technician time (subject to CPT Time-Rule for face-to-face technician time).</li> </ul>	<ul style="list-style-type: none"> <li>Time in/time out</li> <li>Names of staff and caregiver(s) present</li> <li>POS</li> <li>Assessments completed</li> <li>Renderer's signature</li> </ul>	PA required for assessment of member more than two months after 0359T service date.
					<ul style="list-style-type: none"> <li>Time in/time out</li> </ul>	

0364T*	<b>Adaptive behavior treatment by protocol</b> , administered by technician, face-to-face with one patient; first 30 minutes of technician time.	TG, TF, or TF-52**	Any level of behavioral treatment provider for comprehensive and focused.		<ul style="list-style-type: none"> <li>Names of staff and caregiver(s) present</li> <li>POS</li> <li>Goals addressed</li> <li>Data collected regarding goals</li> <li>Renderer's signature</li> </ul>	PA required
0365T*	<b>Adaptive behavior treatment by protocol</b> , administered by technician, face-to-face with one patient; each additional 30 minutes of technician time (List separately in addition to code for primary procedure)	TG, TF, or TF-52**	Any level of behavioral treatment provider for comprehensive and focused.	Add-on code that must be used in conjunction with 0364T.	<ul style="list-style-type: none"> <li>Time in/time out</li> <li>Names of staff and caregiver(s) present</li> <li>POS</li> <li>Goals addressed</li> <li>Data collected regarding goals</li> <li>Renderer's signature</li> </ul>	PA required
0368T*	<b>Adaptive behavior treatment with protocol modification</b> , administered by physician or other qualified health care professional with one patient; first 30 minutes of patient face-to-face time.	TG or TF	Licensed supervisor or treatment therapist		<ul style="list-style-type: none"> <li>Time in/time out</li> <li>Names of staff and caregiver(s) present</li> <li>Narrative description of observations, changes implemented or feedback provided, and outcome of changes/feedback</li> <li>Renderer's signature</li> </ul>	PA required
0369T*	<b>Adaptive behavior treatment with protocol modification</b> , administered by physician or other qualified health care professional with one patient; each additional 30 minutes of patient face-to-face time (List separately in addition to code for primary procedure)	TG or TF	Licensed supervisor or treatment therapist	Add-on code that must be used in conjunction with 0368T.	<ul style="list-style-type: none"> <li>Time in/time out</li> <li>Names of staff and caregiver(s) present</li> <li>Narrative description of observations, changes implemented or feedback provided, and outcome of changes/feedback</li> <li>Renderer's signature</li> </ul>	PA required
0370T	<b>Family adaptive behavior treatment guidance</b> , administered by physician or other qualified health care professional (without the patient present) [Family Treatment Guidance]	TG or TF	Licensed supervisor	<ul style="list-style-type: none"> <li>This is not a time-based service.</li> <li>The service is face to face with parent or caregiver.</li> <li>Member is not present.</li> </ul>	<ul style="list-style-type: none"> <li>Length of meeting, including time in and time out</li> <li>Names of the licensed supervisor and family members or caregivers who were present</li> <li>Measurable family goals addressed</li> <li>Information collected from family</li> <li>Information shared with family</li> <li>Update of family goals resulting from the family treatment guidance session</li> <li>Renderer's signature</li> </ul>	PA required
				<ul style="list-style-type: none"> <li>This is not a time-</li> </ul>	<ul style="list-style-type: none"> <li>Length of the meeting</li> <li>Name of the parents, caregivers, and team</li> </ul>	

0370T	<b>Family adaptive behavior treatment guidance</b> , administered by physician or other qualified health care professional (without the patient present) [Team Meeting]	AM (Physician, team member service) in addition to modifier TG or TF	Licensed supervisor or treatment therapist	based service. <ul style="list-style-type: none"> <li>• The service is face to face with parent or caregiver.</li> <li>• Member is not present.</li> </ul>	members who were present <ul style="list-style-type: none"> <li>• Learning objectives that were targeted</li> <li>• Outcome of the learning objectives</li> <li>• Goals resulting from the meeting</li> <li>• Renderer's signature</li> </ul>	PA required
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To simplify the PA submission process, providers may request all direct treatment units for CPT codes 0364T, 0365T, 0368T, and 0369T by including the cumulative total of requested treatment units as a single line item, using a single code (0365T). Direct treatment units submitted on claims using any of these CPT codes will be deducted from the cumulative total of approved treatment units.

\*\* Modifier TF-52 must be appended to prior authorization requests and claims when the services provided meet the level of focused treatment that can be rendered by technicians.

Topic #830

## Valid Codes Required on Claims

ForwardHealth requires that all codes indicated on claims and PA (prior authorization) requests, including diagnosis codes, revenue codes, HCPCS (Healthcare Common Procedure Coding System) codes, and CPT (Current Procedural Terminology) codes be valid codes. Claims received without valid diagnosis codes, revenue codes, and HCPCS or CPT codes will be denied; PA requests received without valid codes will be returned to the provider. Providers should refer to current national coding and billing manuals for information on valid code sets.

### Code Validity

In order for a code to be valid, it must reflect the highest number of required characters as indicated by its national coding and billing manual. If a stakeholder uses a code that is not valid, ForwardHealth will deny the claim or return the PA request, and it will need to be resubmitted with a valid code.

### Code Specificity for Diagnosis

All codes allow a high level of detail for a condition. The level of detail for ICD (International Classification of Diseases) diagnosis codes is expressed as the level of specificity. In order for a code to be valid, it must reflect the highest level of specificity (i.e., contain the highest number of characters) required by the code set. For some codes, this could be as few as three characters. If a stakeholder uses an ICD diagnosis code that is not valid (i.e., not to the specific number of characters required), ForwardHealth will deny the claim or return the PA request, and it will need to be resubmitted with a valid ICD diagnosis code.

## Covered Services and Requirements

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Topic #18978

### An Overview

The ForwardHealth behavioral treatment benefit covers services designed specifically for adaptive behavior assessment and treatment. Treatment may be authorized for members with autism or other diagnoses or conditions associated with deficient adaptive or maladaptive behaviors.

The behavioral treatment benefit is administered fee-for-service for all Medicaid-enrolled members who demonstrate medical necessity for covered services. The behavioral treatment benefit is carved out of MCOs (managed care organizations), which include BadgerCare Plus and Medicaid SSI (Supplemental Security Income) HMOs and special managed care plans. Special managed care plans include Children Come First, Wraparound Milwaukee, Care4Kids, Family Care, PACE (Program of All-Inclusive Care for the Elderly), and the Family Care Partnership Program, with PA (prior authorization) requests and claims processed by ForwardHealth instead of the member's HMO.

The primary goal of behavioral treatment is to prepare members and their families for successful long-term participation in normative settings and activities at home, in school, and in the community. Intensive, early intervention behavioral treatment is appropriate to close the developmental gap in young children. Lower-intensity treatment that focuses on specific behaviors or deficits is also available. Providers developing POC (plans of care) for early developmental delays should indicate specific, measurable goals that build toward this outcome.

ForwardHealth expects early, comprehensive behavioral treatment to result in meaningful progress for the member, such as:

- Substantial improvement on age-normed cognitive, communicative, and adaptive performance measures in comparison to same-age peers.
- Reduction in interfering behaviors that allows the member to commence or return to participation in normative activities.
- Increased independence as evidenced by decreased need for direct support and monitoring by parents, guardians, or paid staff.

As the member approaches more age-typical functioning, such as successful participation in group learning and social activities with minimal to no support, fewer hours of treatment are appropriate to allow the member more opportunities for normative community participation. The POC should include treatment in settings and at a frequency that is likely to result in desired gains.

Behavioral treatment is also appropriate to address behaviors that prevent the member from living in the least restrictive, appropriate community setting. For members with ongoing, significant behavioral needs for whom early intervention is no longer appropriate, treatment should result in skill acquisition and behavioral improvement that allows the member to transition to a system of care without ongoing behavioral treatment (e.g., family, personal care, supported employment). Providers developing POC for these members should prioritize the following:

- Addressing behavioral challenges that are preventing other professionals and caregivers from teaching new skills or supporting the member's day-to-day functioning
- Enhancing the member's safety
- Preparing the member for his or her next living or occupational environment

The plan must include an anticipated timeline with time or skill acquisition benchmarks that will result in a progressive transition to the member's next system of care.

ForwardHealth presumes that an extended course of behavioral treatment typically establishes the member's expected rate of behavior change. The number of goals and requested hours on the PA request must be realistic, given the member's established rate of behavioral change and ForwardHealth's expectation of meaningful behavioral improvement within 12 months. Goals must be consistent with the member's demonstrated needs and priorities, functionally useful for the member, and aimed at skills identified in the provider's transition/discharge criteria. Caregiver goals should address management of the member's behavior and increase the member's independence with self-care skills. Providers are reminded that not all beneficial skills are considered medically necessary.

If an extended course of behavioral treatment has not effectively reduced the member's need for direct support and monitoring, ForwardHealth may regard this as failure to prove the medical value or usefulness of the service. ForwardHealth will only authorize services that meet the standard of medical necessity as defined under Wis. Admin. Code § [DHS 101.03\(96m\)](#).

### Covered Services

Covered services within the following categories are covered under the behavioral treatment benefit:

- [Behavior identification assessment and POC development](#)
- [Comprehensive behavioral treatment](#)
- [Focused behavioral treatment](#)
- [Behavioral treatment with protocol modification](#)
- [Family adaptive behavior treatment guidance](#)
  - Team meetings
  - Family treatment guidance
- [Team meetings](#)

A list of [allowable procedure codes and modifiers](#) is available.

*Note:* The behavioral treatment benefit does not include screening or diagnostic services such as developmental screening, psychological testing, neuropsychological testing, genetic testing, or other necessary medical evaluations. ForwardHealth covers these services through existing benefits for physician services or outpatient mental health. A comprehensive diagnosis precedes a referral for behavioral treatment services. The behavior identification assessment covered under the behavioral treatment benefit includes only those activities necessary to identify and define the behaviors to be addressed, establish the member's baseline performance, and develop a POC.

Topic #18979

### Behavior Identification Assessment and Plan of Care Development

ForwardHealth covers clinical assessment activities used to identify target behaviors and to develop a POC (plan of care) (i.e., treatment plan, protocol) for the member. Covered assessment

activities include:

- Face-to-face observation of the member
- Administration of standardized and non-standardized tests
- Detailed behavioral history
- Caregiver interview
- Interpretation of test result(s)
- Discussion of findings and recommendations with the primary caregiver(s)
- Preparation of a POC

These assessment activities must be conducted by licensed supervisors, although observational follow-up assessments may be designed by the licensed supervisor and implemented by a treatment therapist. Behavior identification assessment services generally do not require PA (prior authorization). One assessment is covered every six months per member for the provider submitting the treatment PA request. If more frequent assessment is needed, the provider is required to submit a [Prior Authorization Amendment Request \(F-11042 \(07/12\)\)](#). If the member changes providers, a different licensed supervisor may conduct his or her own assessment without submitting a PA request.

Follow-up assessments, which allow the licensed supervisor to finalize or fine-tune the baseline results or POC, may be conducted only when they occur within 60 days of the previous behavior identification assessment. A provider is required to submit a PA amendment request to conduct a follow-up assessment more than 60 days after a behavior identification assessment. When submitting a PA amendment to request authorization of assessment services, providers must indicate each procedure code that will be used to submit claims for the service as a separate line item.

Topic #18980

## Behavioral Treatment with Protocol Modification

For both comprehensive and focused treatment, ForwardHealth covers services where the licensed supervisor or treatment therapist resolves issues with or otherwise makes changes to the existing treatment protocol or POC (Plan of Care) in order to improve outcomes for the member.

Adaptive behavioral treatment with protocol modification is administered by the licensed supervisor or treatment therapist who is face to face with a single member. The service may include demonstration of the new or modified protocol to a technician, guardian, and/or caregiver.

In general, providers may bill up to one hour of protocol modification for each five hours of direct behavioral treatment. Providers should document in the member's record situations in which protocol modification in excess of one hour for five hours of direct behavioral treatment is warranted.

Topic #19098

## Care Collaboration

Care collaboration (or case sharing) is treatment by two providers of different disciplines **during overlapping episodes of care** but does not include [co-treatment](#). Behavioral treatment providers may share a case with the following types of providers:

- Personal care
- Therapy
- Outpatient mental health
- Case management
- Home health services

Behavioral treatment providers are required to document their communication with these other providers regarding the member's needs, POC (plan of care), and scheduling. This will ensure coordination of services and continuity of care and will prevent duplication of services provided to a member.

Topic #19097

## Co-treatment

Co-treatment is simultaneous treatment by two providers of different disciplines **during a single member encounter**. Co-treatment may be authorized when the treatment approach is medically necessary to optimize the member's benefit from behavioral treatment. Behavioral treatment providers may provide co-treatment with the following types of providers:

- Therapy
- Outpatient mental health
- PDN (Private duty nursing)

Behavioral treatment providers are required to specify on the initial PA (prior authorization) request or on a PA amendment request the plan for co-treatment with another provider. Co-treatment occurs when the member is present with both providers for a joint intervention, but it does not include professional collaboration or consultation. Co-treatment requests should address the specific and unique contribution of each provider.

If co-treatment is approved, two providers of different disciplines can be reimbursed by ForwardHealth for the same time period. For example, if a member is treated by an SLP (speech and language pathology) provider and a behavioral treatment provider from 1:00 p.m. to 2:00 p.m., both providers could receive ForwardHealth reimbursement for one hour of treatment time. However, if co-treatment is not approved, neither the SLP provider nor the behavioral treatment provider would receive reimbursement for one hour. Instead, each provider could receive reimbursement for 30 minutes of treatment time.

Topic #18997

## Comprehensive Behavioral Treatment

Comprehensive behavioral treatment may be provided by licensed supervisors, treatment therapists, or treatment technicians.

The behavioral treatment benefit covers high-intensity, early-intervention comprehensive behavioral treatment typically lasting for a year or more. The aim of comprehensive treatment is for the member to acquire a broad base of skills (e.g., communication, social-emotional development, adaptive functioning) with an emphasis on "closing the developmental gap" between the member and same-age peers in the primary deficit areas associated with autism. The broad scope of goals and focus on early developmental impacts are the defining features of this treatment. Comprehensive treatment must be administered face-to-face with the member. Only face-to-face services are reimbursable.

PA (prior authorization) requirements for comprehensive behavioral treatment are [available](#).

ForwardHealth reimburses comprehensive behavioral treatment services under federal EPSDT (Early and Periodic Screening, Diagnosis and Treatment) authority. EPSDT authority limits services to ForwardHealth members under 21 years of age. PA requests and claim submissions for comprehensive behavioral treatment for members 21 years of age or older will be denied by ForwardHealth.

## Hours of Treatment

ForwardHealth authorizes comprehensive treatment for no fewer than 20 hours per week at the outset of treatment. Fewer than 20 hours of comprehensive treatment may be approved as part of a planned reduction in hours following a course of high-intensity treatment.

## Location of Treatment

Treatment may occur in the member's home, the provider's office, or in the community.

Topic #44

## Definition of Covered Services

A covered service is a service, item, or supply for which reimbursement is available when *all* program requirements are met. [DHS 101.03\(35\)](#) and [107](#), Wis. Admin. Code, contain more information about covered services.

Topic #18998

## Documentation Requirements

Behavioral treatment providers are required to maintain documentation in accordance with Wis. Admin. Code ch. [DHS 106](#) and other applicable laws and rules. According to Wis. Admin. Code § [DHS 106.02\(9\)\(f\)](#), covered services are not reimbursable under Wisconsin Medicaid unless the documentation and medical record keeping requirements are met. Providers are required to be able to produce documentation upon request from DHS (Department of Health Services) or federal auditors. Documentation is evaluated by DHS during the audit process.

Topic #18999

## Family Adaptive Behavior Treatment Guidance

The aim of family adaptive behavior treatment guidance is to teach parents and/or caregivers to properly use treatment procedures designed to teach new skills and reduce challenging behaviors. Covered activities include face-to-face instruction to parents and/or caregivers, without the member present, with a focus on identifying problem behaviors and deficits following the POC (plan of care), to reduce maladaptive behaviors and/or skill deficits.

ForwardHealth covers both team meetings and family treatment guidance under family adaptive behavior treatment guidance as these are considered related, but distinct, services. Team meetings and family treatment guidance require [PA \(prior authorization\)](#).

### Family Treatment Guidance

ForwardHealth covers treatment guidance provided to the member's family and caregivers. This service must include specific measurable goals.

ForwardHealth covers family treatment guidance under [CPT \(Current Procedural Terminology\)](#) procedure code 0370T (Family adaptive behavior treatment guidance, administered by physician or other qualified health care professional [without the patient present]). Procedure code 0370T is used with modifier TG (Comprehensive level of service) or TF (Focused level of service), as appropriate. As indicated in the code definition, the service is delivered "without the member present." ForwardHealth defines "present" to mean actively participating in activities related to the service. Family treatment guidance is not intended to satisfy the ForwardHealth direct patient observation requirements for licensed supervisors or to include activities directly involving the member, such as demonstration protocols or coaching family members in the implementation of a protocol, as these activities are consistent with other available services covered under the behavioral treatment benefit.

Although a specific time requirement is not part of the procedure code definition, the service is valued at 60–75 minutes of provider and caregiver time with complexity of specific and measurable family goals to be addressed. Family treatment guidance is not intended to be a brief check-in with staff or caregivers; therefore, family treatment guidance that is less than 45 minutes is not covered by ForwardHealth.

In order for family treatment guidance to be reimbursable, providers are required to document all of the following:

- DOS (date of service)
- Information collected from the family
- Information shared with the family
- Length of the meeting, including time in and out
- Measurable family goals addressed
- Name of the licensed supervisor and family members or caregivers that were present
- Update of family goals resulting from the family treatment guidance session
- Provider's signature



Regardless of the number of participants, family treatment guidance is reimbursed once per member per DOS. The licensed supervisor is required to be indicated as the rendering provider on the claim.

## Team Meetings

ForwardHealth covers team meeting services with PA in which licensed supervisors or treatment therapists meet with a member's parent(s) or caregiver(s) and the behavioral treatment team to discuss the member's progress and to help the team and caregivers learn how to:

- Identify behavioral problems.
- Implement treatment strategies to minimize destructive behavior.
- Participate in the treatment of the member.

ForwardHealth covers team meeting services under CPT code 0370T. Procedure code 0370T is used with modifier AM (Physician, team member service) in addition to modifier TG or TF, as appropriate. As indicated in the code description, the service is delivered "without the member present." ForwardHealth defines "present" to mean actively participating in activities related to the service.

Although a specific time requirement is not part of the procedure code description, the service is valued at 60–75 minutes of provider and caregiver time discussing the member's progress and engaging in learning objectives. The team meeting is not intended to be a brief check-in with staff or caregivers; therefore, team meetings that are less than 45 minutes are not covered by ForwardHealth.

In order for team meeting services to be reimbursable, providers are required to document all of the following:

- Goals resulting from the meeting
- Learning objectives that were targeted
- Length of the meeting
- Names of the parents, caregivers, and team members who were present
  - Comprehensive — In addition to the parents or caregivers, a licensed supervisor or treatment therapist and other treatment team member(s) must be present in order for the meeting to qualify as a team meeting
  - Focused — In addition to the parents or caregivers, a licensed supervisor and other treatment team member(s) must be present in order for the meeting to qualify as a team meeting
- Outcome of the learning objectives
- Renderer's signature

Team meetings that occur no more frequently than one time per week are reimbursed, as long as PA is received from ForwardHealth. Team meeting services must be requested as a separate line item on the PA request. Regardless of the number of participants, the team meeting is reimbursed once per member per DOS. Either the licensed supervisor or treatment therapist — who must be documented as present and leading the meeting — is required to be indicated as the rendering provider on the claim. Team meeting services are not intended to satisfy the ForwardHealth direct patient observation requirements for licensed supervisors or to include activities directly involving the member, such as demonstration protocols or coaching family members in the implementation of a protocol, as these activities are consistent with other available services covered under the behavioral treatment benefit.

All [documentation requirements](#) must be met for team meeting services to be reimbursable by ForwardHealth.

Topic #19017

## Focused Behavioral Treatment

Focused treatment may be provided by licensed supervisors, treatment therapists, or treatment technicians.

ForwardHealth covers time-limited, lower-intensity treatment that focuses on specific behaviors or deficits. The aim of focused behavioral treatment is to reduce challenging behaviors of the member, develop replacement behaviors, and develop discrete skills that enhance personal independence. A narrow scope of goals is the defining feature of focused treatment, in contrast to the broad scope of goals with comprehensive treatment. Focused treatment must be administered face-to-face with the member. Only face-to-face services are reimbursable.

ForwardHealth covers the following two levels of focused behavioral treatment:

- Focused treatment for members whose significant maladaptive behavior (e.g., aggression, self-injury, property destruction) or complex conditions (e.g., comorbid mental health diagnoses) require skilled direct treatment by licensed supervisors and/or treatment therapists.
- Focused treatment to address specific behaviors or skill deficits for members with ongoing behavioral needs for whom early intervention is no longer appropriate. Focused treatment to address skill building or management of low-level behaviors can be safely and effectively addressed by treatment technicians. ForwardHealth covers symptoms or behaviors associated with a diagnosed condition that impairs or limits the member's functional community living but does not cover skill acquisition unrelated to functional community living.

These two levels of focused behavioral treatment are distinguished for the purpose of PA and claims via [modifiers](#).

ForwardHealth adjudicates PA requests based on individual needs and circumstances of members. Treatment plans may be reviewed for appropriateness of the member's full schedule of cognitive and social demands.

## Location of Treatment

Treatment may occur in the member's home, the provider's office, or in the community.

## Requirements for Technicians Delivering Focused Behavioral Treatment

Behavioral treatment technicians may deliver focused behavioral treatment under the following conditions:

- PA requests must be submitted by a behavioral treatment licensed supervisor.
- The licensed supervisor must attest that treatment technicians can safely and effectively implement the POC. ForwardHealth will review all information in the client's file to evaluate

- whether technicians are appropriate providers. Services will be authorized based on ForwardHealth's determination of the appropriate provider level.
- Behavioral treatment technicians must receive direct, face-to-face case supervision during delivery of direct treatment with the member present, from either a treatment therapist or licensed supervisor. ForwardHealth requires a minimum of one hour of direct case supervision per 10 hours of direct treatment provided by treatment technicians.
- The reimbursement rate for behavioral treatment technicians is the same for both focused and comprehensive behavioral treatment.

### Enrollment for Technicians

Behavioral treatment technicians should enroll under the behavioral treatment technician provider specialty. Only one enrollment per technician is required, even if the technician will render both comprehensive and focused behavioral treatment.

Topic #84

## Medical Necessity

Wisconsin Medicaid reimburses only for services that are medically necessary as defined under Wis. Admin. Code § [DHS 101.03\(96m\)](#). Wisconsin Medicaid may deny or recoup payment if a service fails to meet Medicaid medical necessity requirements.

Topic #86

## Member Payment for Covered Services

Under state and federal laws, a Medicaid-enrolled provider may not collect payment from a member, or authorized person acting on behalf of the member, for covered services even if the services are covered but do not meet program requirements. Denial of a claim by ForwardHealth does not necessarily render a member liable. However, a covered service for which PA (prior authorization) was denied is treated as a noncovered service. (If a member chooses to receive an originally requested service instead of the service approved on a modified PA request, it is also treated as a noncovered service.) If a member requests a covered service for which PA was denied (or modified), the provider may collect payment from the member if [certain conditions](#) are met.

If a provider collects payment from a member, or an authorized person acting on behalf of the member, for a covered service, the provider may be subject to [program sanctions](#) including termination of Medicaid enrollment.

Topic #66

## Program Requirements

For a covered service to meet program requirements, the service must be provided by a qualified Medicaid-enrolled provider to an enrolled member. In addition, the service must meet all applicable program requirements, including, but not limited to, medical necessity, PA (prior authorization), claims submission, prescription, and documentation requirements.

Topic #824

## Services That Do Not Meet Program Requirements

As stated in [DHS 107.02\(2\)](#), Wis. Admin. Code, BadgerCare Plus and Wisconsin Medicaid may deny or recoup payment for covered services that fail to meet program requirements.

Examples of covered services that do not meet program requirements include the following:

- Services for which records or other documentation were not prepared or maintained.
- Services for which the provider fails to meet any or all of the requirements of [DHS 106.03](#), Wis. Admin. Code, including, but not limited to, the requirements regarding timely submission of claims.
- Services that fail to comply with requirements or state and federal statutes, rules, and regulations.
- Services that the DHS (Department of Health Services), the PRO (Peer Review Organization) review process, or BadgerCare Plus determines to be inappropriate, in excess of accepted standards of reasonableness or less costly alternative services, or of excessive frequency or duration.
- Services provided by a provider who fails or refuses to meet and maintain any of the enrollment requirements under [DHS 105](#), Wis. Admin. Code.
- Services provided by a provider who fails or refuses to provide access to records.
- Services provided inconsistent with an intermediate sanction or sanctions imposed by the DHS.

Topic #19018

## Team Meetings

ForwardHealth covers team meeting services in which licensed supervisors or treatment therapists meet with a member's parents and/or caregivers and treatment technician(s) to discuss the treatment POC (plan of care) and the member's progress. The member is not required to be present. Team meetings are reimbursed no more frequently than one time per week.

PA (prior authorization) requirements for team meeting services are [available](#)

Further claim submission information is also [available](#).

All [documentation requirements](#) must be met for team meeting services to be reimbursable by ForwardHealth.

## Noncovered Services

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Topic #19019

### Concurrent Services

ForwardHealth does not cover behavioral treatment concurrently with certain services. Other covered services that may not be delivered concurrently with behavioral treatment include:

- Adult mental health day treatment services
- Child/adolescent day treatment services
- Community recovery services
- Community support program services
- Comprehensive community services
- In-home mental health and substance abuse services for children
- Substance abuse day treatment services

Topic #68

### Definition of Noncovered Services

A noncovered service is a service, item, or supply for which reimbursement is not available. Wis. Admin. Code § [DHS 101.03\(103\)](#) and ch. [107](#) contain more information about noncovered services. In addition, Wis. Admin. Code § [DHS 107.03](#) contains a general list of noncovered services.

Topic #19020

### Services Not Covered Under the Behavioral Treatment Benefit

The following services are not covered by ForwardHealth **under the behavioral treatment benefit**:

- **Group therapy, defined as a single provider serving multiple members concurrently during a single session.**
- **Supportive services, such as respite care.**
- **Services that are primarily recreation-oriented.**
- **Noncovered services as defined in Wis. Admin. Code § [DHS 107.02\(2\)](#).**
- **Services that do not meet all clinical and coding guidelines.**

#### Services Not Separately Reimbursable

The following services are not separately reimbursable by ForwardHealth **under the behavioral treatment benefit**:

- **Travel** — Time spent traveling by the provider.
- **Case management services provided under Wis. Admin. Code § [DHS 107.32](#).**

Topic #104

### Member Payment for Noncovered Services

A provider may collect payment from a member for noncovered services if [certain conditions](#) are met.

Providers may not collect payment from a member, or authorized person acting on behalf of the member, for certain noncovered services or activities provided in connection with covered services, including the following:

- Charges for missed appointments.
- Charges for telephone calls.
- Charges for time involved in completing necessary forms, claims, or reports.
- Translation services.

### Missed Appointments

The federal CMS (Centers for Medicare and Medicaid Services) does not allow state Medicaid programs to permit providers to collect payment from a member, or authorized person acting on behalf of the member, for a missed appointment.

#### Avoiding Missed Appointments

ForwardHealth offers the following suggestions to help avoid missed appointments:

- Remind members of upcoming appointments (by telephone or postcard) prior to scheduled appointments.
- If a member needs assistance in obtaining transportation to a medical appointment, encourage the member to call MTM, Inc. (Medical Transportation Management, Inc.) for NEMT (non-emergency medical transportation). Most Medicaid and BadgerCare Plus members may receive NEMT services through MTM, Inc. if they have no other way to receive a ride. Refer to the [NEMT service area](#) for more information.
- If the appointment is made through the HealthCheck screening or targeted case management programs, encourage the staff from those programs to ensure that the scheduled

appointments are kept.

## **Translation Services**

Translation services are considered part of the provider's overhead cost and are not separately reimbursable. Providers may not collect payment from a member, or authorized person acting on behalf of the member, for translation services.

Providers should call the Affirmative Action and Civil Rights Compliance Officer at (608) 266-9372 for information about when translation services are required by federal law. Providers may also write to the following address:

AA/CRC Office  
1 W Wilson St Rm 561  
PO Box 7850  
Madison WI 53707-7850

# Managed Care

4

Archive Date:03/01/2018

## Managed Care:Covered and Noncovered Services

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Topic #16197

### Care4Kids Program Benefit Package

#### Covered Services

Members enrolled in the [Care4Kids program](#) are eligible to receive all medically necessary services covered under Wisconsin Medicaid; however, Care4Kids will have the flexibility to provide services in a manner that best meets the unique needs of children in out-of-home care, including streamlining PA (prior authorization) requirements and offering select services in home settings. Members will also be allowed to go to any Medicaid-enrolled provider for emergency medical services or family planning services.

#### Noncovered Services

The following services are not provided as covered benefits through the Care4Kids program, but can be reimbursed for eligible Medicaid members on a fee-for-service basis:

- Behavioral treatment.
- Chiropractic services.
- CRS (Community Recovery Services).
- CSP (Community Support Programs).
- CCS (Comprehensive Community Services).
- Crisis intervention services.
- Directly observed therapy for individuals with tuberculosis.
- MTM (Medication therapy management).
- NEMT (Non-emergency medical transportation) services.
- Prescription and over-the-counter drugs and diabetic supplies dispensed by the pharmacy.
- [Provider-administered drugs](#) and their administration, and the administration of [Synagis](#).
- SBS (School-based services).
- Targeted case management.

Children's Hospital of Wisconsin will establish working relationships, defined in writing through a memorandum of understanding, with providers of the following services:

- CSP.
- CCS.
- Crisis intervention services.
- SBS.
- Targeted case management services.

Providers of these services must coordinate with Care4Kids to help assure continuity of care, eliminate duplication, and reduce fragmentation of services.

Topic #391

### Noncovered Services

The following are not covered by BadgerCare Plus HMOs or Medicaid SSI (Supplemental Security Income) HMOs but are provided to enrollees on a fee-for-service basis provided the service is covered for the member and is medically necessary:

- Behavioral treatment
- County-based mental health programs, including CRS (Community Recovery Services), CSP (Community Support Program) benefits, and crisis intervention services
- Environmental lead inspections provided through local public health programs
- CCC (child care coordination) services provided through county-based programs
- Pharmacy services and diabetic supplies
- PNCC (prenatal care coordination) services
- Provider-administered drugs

*Note:* The [Provider-Administered Drugs Carve-Out Procedure Codes table](#) indicates the status of procedure codes considered under the provider-administered drugs carve-out policy.

- SBS (school-based services)
- Targeted case management services
- NEMT (non-emergency medical transportation) services
- DOT (directly observed therapy) and monitoring for TB-Only (Tuberculosis-Only Related Services )

Providers that renders these services to an SSI HMO member must submit claims directly to ForwardHealth on a fee-for-service basis.

*Note:* Members enrolled in an SSI HMO are not eligible for targeted case management services.

## Managed Care Information

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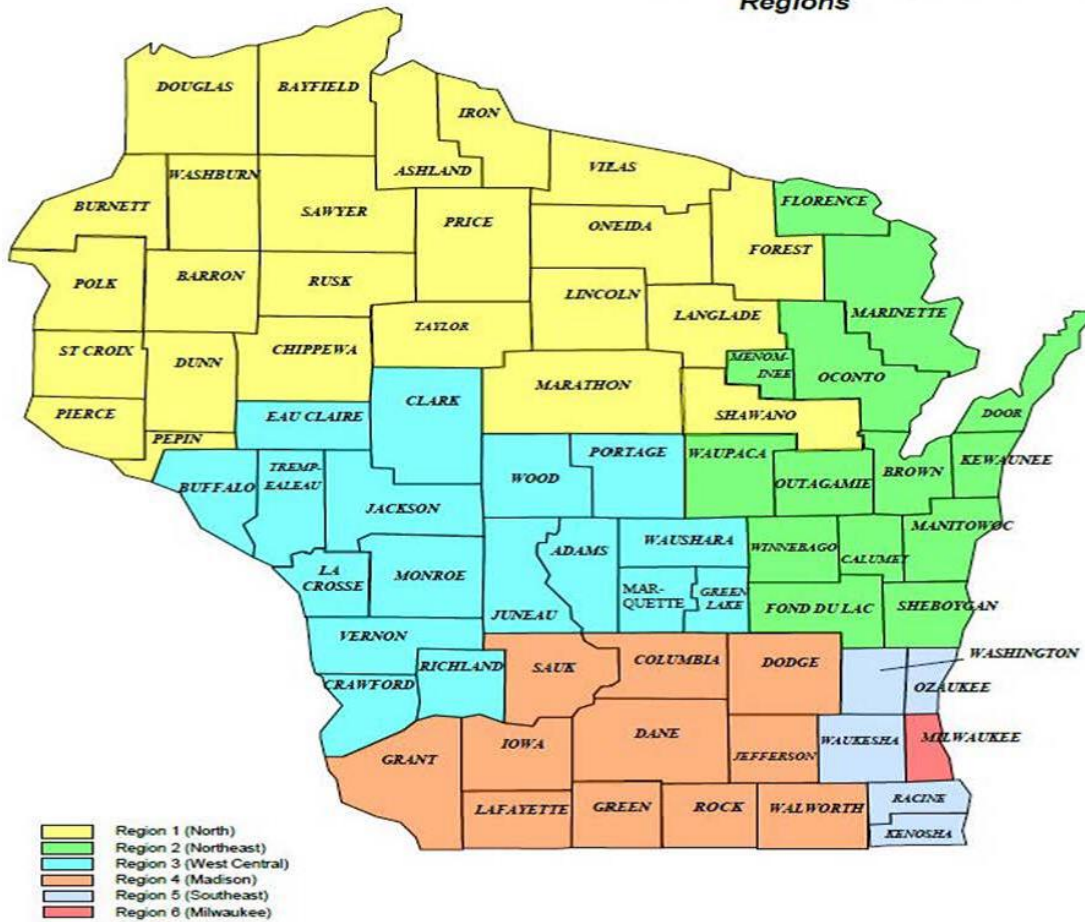
Topic #20697

### SSI Rate Regions

The map below shows the Wisconsin BadgerCare Plus and SSI (Supplemental Security Income) Rate Regions for the SSI HMO (health maintenance organization) Program.

[SSI Rate Regions](#)

**Wisconsin BadgerCare Plus and SSI Rate Regions**





# Member Information

5

Archive Date:03/01/2018

## Member Information:Birth to 3 Program

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Topic #792

### Administration and Regulations

In Wisconsin, Birth to 3 services are administered at the local level by county departments of community programs, human service departments, public health agencies, or any other public agency designated or contracted by the county board of supervisors. The DHS (Department of Health Services) monitors, provides technical assistance, and offers other services to county Birth to 3 agencies.

The enabling federal legislation for the Birth to 3 Program is 34 CFR Part 303. The enabling state legislation is [s. 51.44](#), Wis. Stats., and the regulations are found in [DHS 90](#), Wis. Admin. Code.

Providers may contact the appropriate county Birth to 3 agency for more information.

Topic #790

### Enrollment Criteria

A child from birth up to (but not including) age 3 is eligible for Birth to 3 services if the child meets one of the following criteria:

- The child has a diagnosed physical or mental condition that has a high probability of resulting in a developmental delay.
- The child has at least a 25 percent delay in one or more of the following areas of development:
  - Cognitive development.
  - Physical development, including vision and hearing.
  - Communication skills.
  - Social or emotional development.
  - Adaptive development, which includes self-help skills.
- The child has atypical development affecting his or her overall development, as determined by a qualified team using professionally acceptable procedures and informed clinical opinion.

BadgerCare Plus provides Birth to 3 information because many children enrolled in the Birth to 3 Program are also BadgerCare Plus members.

Topic #791

### Individualized Family Service Plan

A Birth to 3 member receives an IFSP (Individualized Family Service Plan) developed by an interdisciplinary team that includes the child's family. The IFSP provides a description of the outcomes, strategies, supports, services appropriate to meet the needs of the child and family, and the natural environment settings where services will be provided. All Birth to 3 services must be identified in the child's IFSP.

Topic #788

### Requirements for Providers

Title 34 CFR Part 303 for Birth to 3 services requires all health, social service, education, and tribal programs receiving federal funds, including Medicaid providers, to do the following:

- Identify children who may be eligible for Birth to 3 services. These children must be referred to the appropriate county Birth to 3 program within *two working days* of identification. This includes children with developmental delays, atypical development, disabilities, and children who are substantiated as abused or neglected. For example, if a provider's health exam or developmental screen indicates that a child may have a qualifying disability or developmental delay, the child must be referred to the county Birth to 3 program for evaluation. (Providers are encouraged to explain the need for the Birth to 3 referral to the child's parents or guardians.)
- Cooperate and participate with Birth to 3 service coordination as indicated in the child's IFSP (Individualized Family Services Plan). Birth to 3 services must be provided by providers who are employed by, or under agreement with, a Birth to 3 agency to provide Birth to 3 services.
- Deliver Birth to 3 services in the child's natural environment, unless otherwise specified in the IFSP. The child's natural environment includes the child's home and other community settings where children without disabilities participate. (Hospitals contracting with a county to provide therapy services in the child's natural environment must receive separate enrollment as a therapy group to be reimbursed for these therapy services.)
- Assist parents or guardians of children receiving Birth to 3 services to maximize their child's development and participate fully in implementation of their child's IFSP. For example, an occupational therapist is required to work closely with the child's parents and caretakers to show them how to perform daily tasks in ways that maximize the child's potential for development.

Topic #789

### Services

The Birth to 3 Program covers the following types of services when they are included in the child's IFSP (Individualized Family Services Plan):

- Evaluation and assessment.
- Special instruction.
- OT (occupational therapy).
- PT (physical therapy).

- SLP (speech and language pathology).
- Audiology.
- Psychology.
- Social work.
- Assistive technology.
- Transportation.
- Service coordination.
- Certain medical services for diagnosis and evaluation purposes.
- Certain health services to enable the child to benefit from early intervention services.
- Family training, counseling, and home visits.

## Enrollment Categories

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Topic #225

### BadgerCare Plus

#### Populations Eligible for BadgerCare Plus

The following populations are eligible for BadgerCare Plus:

- Parents and caretakers with incomes at or below 100 percent of the FPL (Federal Poverty Level).
- Pregnant women with incomes at or below 300 percent of the FPL.
- Children (ages 18 and younger) with household incomes at or below 300 percent of the FPL.
- Childless adults with incomes at or below 100 percent of the FPL.
- Transitional medical assistance individuals, also known as members on extensions, with incomes over 100 percent of the FPL.

Where available, BadgerCare Plus members are enrolled in BadgerCare Plus HMOs (health maintenance organizations). In those areas of Wisconsin where HMOs are not available, services will be reimbursed on a fee-for-service basis.

#### Premiums

The following members are required to pay premiums to be enrolled in BadgerCare Plus:

- Transitional medical assistance individuals with incomes over 133 percent of the FPL. Transitional medical assistance individuals with incomes between 100 and 133 percent FPL are exempt from premiums for the first six months of their eligibility period.
- Children (ages 18 and younger) with household incomes greater than 200 percent with the following exceptions:
  - Children under age 1 year.
  - Children who are tribal members or otherwise eligible to receive Indian Health Services.

Topic #19037

### Behavioral Treatment Benefit

The behavioral treatment benefit is available to all BadgerCare Plus or Medicaid members who demonstrate medical necessity for covered services. Members are not required to be evaluated using the Wisconsin Functional Screen to determine if ForwardHealth-covered behavioral treatment services are appropriate for the member.

Topic #230

### Express Enrollment for Children and Pregnant Women

The EE (Express Enrollment) for Pregnant Women Benefit is a limited benefit category that allows a pregnant woman to receive immediate pregnancy-related outpatient services while her application for full-benefit BadgerCare Plus is processed. Enrollment is not restricted based on the member's other health insurance coverage. Therefore, a pregnant woman who has other health insurance may be enrolled in the benefit.

The EE for Children Benefit allows certain members through 18 years of age to receive BadgerCare Plus benefits while an application for BadgerCare Plus is processed.

#### Fee-for-Service

Women and children who are temporarily enrolled in BadgerCare Plus through the EE process are not eligible for enrollment in an HMO until they are determined eligible for full benefit BadgerCare Plus by the county/tribal office.

Topic #4757

### ForwardHealth and ForwardHealth interChange

ForwardHealth brings together many DHS (Department of Health Services) health care programs with the goal to create efficiencies for providers and to improve health outcomes for members. ForwardHealth interChange is the DHS claims processing system that supports multiple state health care programs and Web services, including:

- BadgerCare Plus.
- BadgerCare Plus and Medicaid managed care programs.
- SeniorCare.
- ADAP (Wisconsin AIDS Drug Assistance Program).
- WCDP (Wisconsin Chronic Disease Program).
- WIR (Wisconsin Immunization Registry).
- Wisconsin Medicaid.
- Wisconsin Well Woman Medicaid.
- WWWP (Wisconsin Well Woman Program).

ForwardHealth interChange is supported by the state's fiscal agent, DXC Technology.

Topic #229

## Limited Benefit Categories Overview

Certain members may be enrolled in a limited benefit category. These limited benefit categories include the following:

- BadgerCare Plus Prenatal Program.
- EE (Express Enrollment) for Children.
- EE for Pregnant Women.
- Family Planning Only Services, including EE for individuals applying for Family Planning Only Services.
- QDWI (Qualified Disabled Working Individuals).
- QI-1 (Qualifying Individuals 1).
- QMB Only (Qualified Medicare Beneficiary Only).
- SLMB (Specified Low-Income Medicare Beneficiary).
- TB-Only (Tuberculosis-Related Services-Only) Benefit.

Members may be enrolled in full-benefit Medicaid or BadgerCare Plus and also be enrolled in certain limited benefit programs, including QDWI, QI-1, QMB Only, and SLMB. In those cases, a member has full Medicaid or BadgerCare Plus coverage in addition to limited coverage for Medicare expenses.

Members enrolled in the BadgerCare Plus Prenatal Program, Family Planning Only Services, EE for Children, EE for Pregnant Women, or the TB-Only Benefit cannot be enrolled in full-benefit Medicaid or BadgerCare Plus. These members receive benefits through the limited benefit category.

Providers should note that a member may be enrolled in more than one limited benefit category. For example, a member may be enrolled in Family Planning Only Services and the TB-Only Benefit.

Providers are strongly encouraged to verify dates of enrollment and other coverage information using Wisconsin's EVS (Enrollment Verification System) to determine whether a member is in a limited benefit category, receives full-benefit Medicaid or BadgerCare Plus, or both.

Providers are responsible for knowing which services are covered under a limited benefit category. If a member of a limited benefit category requests a service that is not covered under the limited benefit category, the provider may collect payment from the member if certain [conditions](#) are met.

Topic #228

## Medicaid

Medicaid is a joint federal/state program established in 1965 under Title XIX of the Social Security Act to pay for medical services for selected groups of people who meet the program's financial requirements.

The purpose of Medicaid is to provide reimbursement for and assure the availability of appropriate medical care to persons who meet the criteria for Medicaid. Wisconsin Medicaid is also known as the Medical Assistance Program, WMAP (Wisconsin Medical Assistance Program), MA (Medical Assistance), Title XIX, or T19.

A Medicaid member is any individual entitled to benefits under Title XIX of the Social Security Act and under the Medical Assistance State Plan as defined in [ch. 49](#), Wis. Stats.

Wisconsin Medicaid enrollment is determined on the basis of financial need and other factors. A citizen of the United States or a "qualified immigrant" who meets low-income financial requirements may be enrolled in Wisconsin Medicaid if he or she is in one of the following categories:

- Age 65 and older.
- Blind.
- Disabled.

Some needy and low-income people become eligible for Wisconsin Medicaid by qualifying for programs such as:

- Katie Beckett.
- Medicaid Purchase Plan.
- [Subsidized adoption](#) and foster care programs.
- SSI (Supplemental Security Income).
- WWWP (Wisconsin Well Woman Program).

Providers may advise these individuals or their representatives to contact their [certifying agency](#) for more information. The following agencies certify people for Wisconsin Medicaid enrollment:

- Local county or tribal agencies.
- Medicaid outstation sites.
- SSA (Social Security Administration) offices.

In limited circumstances, some state agencies also certify individuals for Wisconsin Medicaid.

Medicaid fee-for-service members receive services through the traditional health care payment system under which providers receive a payment for each unit of service provided. Some Medicaid members receive services through state-contracted MCOs (managed care organizations).

Topic #232

## Qualified Disabled Working Individual Members

QDWI (Qualified Disabled Working Individual) members are a limited benefit category of Medicaid members. They receive payment of Medicare monthly premiums for Part A.

QDWI members are certified by their local county or tribal agency. To qualify, QDWI members are required to meet the following qualifications:

- Have income under 200 percent of the FPL (Federal Poverty Level).
- Be entitled to, but not necessarily enrolled in, Medicare Part A.
- Have income or assets too high to qualify for QMB-Only (Qualified Medicare Beneficiary-Only) and SLMB (Specified Low-Income Medicare Beneficiaries).

Topic #234

## Qualified Medicare Beneficiary-Only Members

QMB-Only (Qualified Medicare Beneficiary-Only) members are a limited benefit category of Medicaid members. They receive payment of the following:

- Medicare monthly premiums for Part A, Part B, or both.
- Coinsurance, copayment, and deductible for Medicare-allowed services.

QMB-Only members are certified by their local county or tribal agency. QMB-Only members are required to meet the following qualifications:

- Have an income under 100 percent of the FPL (Federal Poverty Level).
- Be entitled to, but not necessarily enrolled in, Medicare Part A.

Topic #235

## Qualifying Individual 1 Members

QI-1 (Qualifying Individual 1) members are a limited benefit category of Medicaid members. They receive payment of Medicare monthly premiums for Part B.

QI-1 members are certified by their local county or tribal agency. To qualify, QI-1 members are required to meet the following qualifications:

- Have income between 120 and 135 percent of the FPL (Federal Poverty Level).
- Be entitled to, but not necessarily enrolled in, Medicare Part A.

Topic #18777

## Real-Time Eligibility Determinations

ForwardHealth may complete real-time eligibility determinations for BadgerCare Plus and/or Family Planning Only Services applicants who meet pre-screening criteria and whose reported information can be verified in real time while applying in [ACCESS Apply for Benefits](#). Once an applicant is determined eligible through the real-time eligibility process, he or she is considered eligible for BadgerCare Plus and/or Family Planning Only Services and will be enrolled for 12 months, unless changes affecting eligibility occur before the 12-month period ends.


A member determined eligible through the real-time eligibility process will receive a [temporary ID \(identification\) card for BadgerCare Plus](#) and/or [Family Planning Only Services](#). Each member will get his or her own card, and each card will include the member's ForwardHealth ID number. The temporary ID card will be valid for the dates listed on the card and will allow the member to get immediate health care or pharmacy services.

### Eligibility Verification


When a member is determined eligible for BadgerCare Plus and/or Family Planning Only Services through the real-time eligibility process, providers are able to see the member's eligibility information in Wisconsin's EVS (Enrollment Verification System) in real time. Providers should always verify eligibility through EVS prior to providing services.

On rare occasions, it may take up to 48 hours for eligibility information to be available through interChange. In such instances, if a member presents a valid temporary ID card, [the provider is still required to provide services](#), even if eligibility cannot be verified through EVS.

## Sample Temporary Identification Card for Badger Care Plus

<p><b>To the Provider</b></p> <p>The individual listed on this card has been enrolled in BadgerCare Plus. This card entitles the listed individual to receive health care services, including pharmacy services, through BadgerCare Plus from any Medicaid-enrolled provider. For additional information, call Provider Services at 800-947-9627 or refer to the ForwardHealth Online Handbook at <a href="http://www.forwardhealth.wi.gov">www.forwardhealth.wi.gov</a>.</p> <p><b>NOTE:</b></p> <p>It is important to provide services when this card is presented. Providers who render services based on the enrollment dates on this card will receive payment for those services, as long as other reimbursement requirements are met. All policies regarding covered services apply for this individual, including the prohibition against billing members. If "Pending Assignment" is indicated after the name on this card, the member identification (ID) number will be assigned within one business day; the card is still valid. Refer to the ForwardHealth Online Handbook for further information regarding this temporary ID card. Providers are encouraged to keep a photocopy of this card.</p>	<div style="text-align: center;"> <p>WISCONSIN DEPARTMENT OF HEALTH SERVICES</p>  <p><b>TEMPORARY IDENTIFICATION CARD FOR BADGERCARE PLUS</b></p> </div> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;"><b>Name:</b></td> <td style="width: 33%;"><b>Program</b></td> <td style="width: 33%;"><b>ID Number</b></td> </tr> <tr> <td>IM A MEMBER</td> <td>BadgerCare Plus</td> <td>0987654321</td> </tr> <tr> <td colspan="3">DOB: 09/01/1984</td> </tr> </table> <p>This card is valid from <b>October 01, 2016 to November 30, 2016.</b></p> <p>This individual's eligibility should be available through the ForwardHealth Portal. Eligibility should always be verified through the ForwardHealth Portal prior to services being provided.</p>	<b>Name:</b>	<b>Program</b>	<b>ID Number</b>	IM A MEMBER	BadgerCare Plus	0987654321	DOB: 09/01/1984		
<b>Name:</b>	<b>Program</b>	<b>ID Number</b>								
IM A MEMBER	BadgerCare Plus	0987654321								
DOB: 09/01/1984										

## Sample Temporary Identification Card for Family Planning Only Services

<p><b>To the Provider</b></p> <p>The individual listed on this card has been enrolled in Family Planning Only Services. This card entitles the listed individual to receive health care services, including pharmacy services, through Family Planning Only Services from any Medicaid-enrolled provider. For additional information, call Provider Services at 800-947-9627 or refer to the ForwardHealth Online Handbook at <a href="http://www.forwardhealth.wi.gov">www.forwardhealth.wi.gov</a>.</p> <p><b>NOTE:</b></p> <p>It is important to provide services when this card is presented. Providers who render services based on the enrollment dates on this card will receive payment for those services, as long as other reimbursement requirements are met. All policies regarding covered services apply for this individual, including the prohibition against billing members. If "Pending Assignment" is indicated after the name on this card, the member identification (ID) number will be assigned within one business day; the card is still valid. Refer to the ForwardHealth Online Handbook for further information regarding this temporary ID card. Providers are encouraged to keep a photocopy of this card.</p>	<p>WISCONSIN DEPARTMENT OF HEALTH SERVICES</p> <p><b>TEMPORARY IDENTIFICATION CARD FOR FAMILY PLANNING ONLY SERVICES</b></p>  <table border="0"> <tr> <td><b>Name:</b></td> <td><b>Program</b></td> <td><b>ID Number</b></td> </tr> <tr> <td><b>IMA MEMBER</b></td> <td>Family Planning Only</td> <td>0987654321</td> </tr> <tr> <td>DOB: 09/01/1984</td> <td>Services</td> <td></td> </tr> </table> <p>This card is valid from <b>October 01, 2016 to November 30, 2016.</b></p> <p>This individual's eligibility should be available through the ForwardHealth Portal. Eligibility should always be verified through the ForwardHealth Portal prior to services being provided.</p>	<b>Name:</b>	<b>Program</b>	<b>ID Number</b>	<b>IMA MEMBER</b>	Family Planning Only	0987654321	DOB: 09/01/1984	Services	
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<b>IMA MEMBER</b>	Family Planning Only	0987654321								
DOB: 09/01/1984	Services									

Topic #236

## Specified Low-Income Medicare Beneficiaries

SLMB (Specified Low-Income Medicare Beneficiary) members are a limited benefit category of Medicaid members. They receive payment of Medicare monthly premiums for Part B.

SLMB members are certified by their local county or tribal agency. To qualify, SLMB members are required to meet the following qualifications:

- Have an income under 120 percent of the FPL (Federal Poverty Level).
- Be entitled to, but not necessarily enrolled in, Medicare Part A.



## Enrollment Responsibilities

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Topic #241

### General Information

Members have certain responsibilities per [DHS 104.02](#), Wis. Admin. Code, and the [ForwardHealth Enrollment and Benefits \(P-00079 \(07/14\)\)](#) booklet.

Topic #243

### Loss of Enrollment — Financial Liability

Some covered services consist of a series of sequential treatment steps, meaning more than one office visit is required to complete treatment.

In most cases, if a member loses enrollment midway through treatment, BadgerCare Plus and Medicaid will *not* reimburse services (including prior authorized services) after enrollment has lapsed.

Members are financially responsible for any services received after their enrollment has been terminated. If the member wishes to continue treatment, it is a decision between the provider and the member whether the service should be given and how the services will be paid. The provider may collect payment from the member if the member accepts responsibility for payment of a service and certain [conditions](#) are met.

To avoid misunderstandings, it is recommended that providers remind members that they are financially responsible for any continued care after enrollment ends.

To avoid potential reimbursement problems that can arise when a member loses enrollment midway through treatment, the provider is encouraged to verify the member's enrollment using the [EVS \(Enrollment Verification System\)](#) or the ForwardHealth Portal prior to providing each service, even if an approved PA (prior authorization) request is obtained for the service.

Topic #707

### Member Cooperation

Members are responsible for giving providers full and accurate information necessary for the correct submission of claims. If a member has other health insurance, it is the member's obligation to give full and accurate information to providers regarding the insurance.

Topic #269

### Members Should Present Card

It is important that providers determine a member's enrollment and other insurance coverage *prior to* each DOS (date of service) that services are provided. Pursuant to [DHS 104.02\(2\)](#), Wis. Admin. Code, a member should inform providers that he or she is enrolled in BadgerCare Plus or Wisconsin Medicaid and should present a current ForwardHealth identification card before receiving services.

*Note:* Due to the nature of their specialty, certain providers — such as anesthesiologists, radiologists, DME (durable medical equipment) suppliers, independent laboratories, and ambulances — are not always able to see a member's ForwardHealth identification card because they might not have direct contact with the member prior to providing the service. In these circumstances, it is still the provider's responsibility to obtain member enrollment information.

Topic #244

### Prior Identification of Enrollment

Except in emergencies that preclude prior identification, members are required to inform providers that they are receiving benefits and must present their ForwardHealth identification card before receiving care. If a [member forgets his or her ForwardHealth card](#), providers may verify enrollment without it.

Topic #245

### Reporting Changes to Caseworkers

Members are required to report certain changes to their caseworker at their certifying agency. These changes include, but are not limited to, the following:

- A new address or a move out of state.
- A change in income.
- A change in family size, including pregnancy.
- A change in other health insurance coverage.
- Employment status.
- A change in assets for members who are over 65 years of age, blind, or disabled.

## Enrollment Rights

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Topic #246

### Appealing Enrollment Determinations

Applicants and members have the right to appeal certain decisions relating to BadgerCare Plus, Medicaid, or ADAP (Wisconsin AIDS Drug Assistance Program) enrollment. An applicant, a member, or authorized person acting on behalf of the applicant or member, or former member may file the appeal with the DHA (Division of Hearings and Appeals).

Pursuant to [HA 3.03](#), Wis. Admin. Code, an applicant, member, or former member may appeal any adverse action or decision by an agency or department that affects their benefits. Examples of decisions that may be appealed include, but are not limited to, the following:

- Individual was denied the right to apply.
- Application for BadgerCare Plus, ADAP, or Wisconsin Medicaid was denied.
- Application for BadgerCare Plus, ADAP, or Wisconsin Medicaid was not acted upon promptly.
- Enrollment was unfairly discontinued, terminated, suspended, or reduced.

In the case when enrollment is cancelled or terminated, the date the member, or authorized person acting on behalf of the member, files an appeal with the DHA determines what continuing coverage, if any, the member will receive until the hearing decision is made. The following scenarios describe the coverage allowed for a member who files an appeal:

- If a member files an appeal before his or her enrollment ends, coverage will continue pending the hearing decision.
- If a member files an appeal within 45 days after his or her enrollment ends, a hearing is allowed but coverage is not reinstated.

If the member files an appeal more than 45 days after his or her enrollment ends, a hearing is not allowed. Members may file an appeal by submitting a [Request for Fair Hearing \(DHA-28 \(08/09\)\)](#) form.

### Claims for Appeal Reversals

#### Claim Denial Due to Termination of BadgerCare Plus or Wisconsin Medicaid Enrollment

If a claim is denied due to termination of BadgerCare Plus or Wisconsin Medicaid enrollment, a hearing decision that reverses that determination will allow the claim to be resubmitted and paid. The provider is required to obtain a copy of the appeal decision from the member, attach the copy to the previously denied claim, and submit both to ForwardHealth at the following address:

ForwardHealth  
Specialized Research  
Ste 50  
313 Blettner Blvd  
Madison WI 53784

If a provider has not yet submitted a claim, the provider is required to submit a copy of the hearing decision along with a paper claim to Specialized Research.

As a reminder, claims [submission deadlines](#) still apply even to those claims with hearing decisions.

#### Claim Denial Due to Termination of ADAP Enrollment

If a claim is denied due to termination of ADAP enrollment, a hearing decision that reverses that determination will allow the claim to be resubmitted and paid. The provider is required to obtain a copy of the appeal decision from the member, attach the copy to the previously denied claim, and submit both to ForwardHealth at the following address:

ForwardHealth  
ADAP Claims and Adjustments  
PO Box 8758  
Madison WI 53708

If a provider has not yet submitted a claim, the provider is required to submit a copy of the hearing decision along with a paper claim to ADAP Claims and Adjustments.

As a reminder, claims [submission deadlines](#) still apply even to those claims with hearing decisions.

Topic #247

## Freedom of Choice

Members may receive covered services from *any* willing Medicaid-enrolled provider, unless they are enrolled in a state-contracted MCO (managed care organization) or assigned to the [Pharmacy Services Lock-In Program](#).

Topic #248

## General Information

Members are entitled to certain rights per [DHS 103](#), Wis. Admin. Code.

Topic #250

## Notification of Discontinued Benefits

When the DHS (Department of Health Services) intends to discontinue, suspend, or reduce a member's benefits, or reduce or eliminate coverage of services for a general class of members, the DHS sends a written notice to members. This notice is required to be provided at least 10 days before the effective date of the action.

Topic #252

## Prompt Decisions on Enrollment

Individuals applying for BadgerCare Plus or Wisconsin Medicaid have the right to prompt decisions on their applications. Enrollment decisions are made within 60 days of the date the application was signed for those with disabilities and within 30 days for all other applicants.

Topic #254

## Requesting Retroactive Enrollment

An applicant has the right to request [retroactive enrollment](#) when applying for BadgerCare Plus or Wisconsin Medicaid. Enrollment may be backdated to the first of the month three months prior to the date of application for eligible members. Retroactive enrollment does not apply to QMB-Only (Qualified Medicare Beneficiary-Only) members.

## Identification Cards

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Topic #266

### ForwardHealth Identification Cards

Each enrolled member receives an identification card. Possession of a program identification card does not guarantee enrollment. It is possible that a member will present a card during a lapse in enrollment; therefore, it is essential that providers verify enrollment before providing services. Members are told to keep their cards even though they may have lapses in enrollment.

#### ForwardHealth Identification Card Features

The [ForwardHealth identification card](#) includes the member's name, 10-digit member ID, magnetic stripe, signature panel, and the Member Services telephone number. The card also has a unique, 16-digit card number on the front for internal program use.

The ForwardHealth card does not need to be signed to be valid; however, adult members are encouraged to sign their cards. Providers may use the signature as another means of identification.

The toll-free number on the back of each of the cards is for member use only. The address on the back of each card is used to return a lost card to ForwardHealth if it is found.

If a provider finds discrepancies with the identification number or name between what is indicated on the ForwardHealth card and the provider's file, the provider should verify enrollment with Wisconsin's EVS (Enrollment Verification System).

#### Identification Number Changes

Some providers may question whether services should be provided if a member's 10-digit identification number on his or her ForwardHealth card does not match the EVS response. If the EVS indicates the member is enrolled, services should be provided.

A member's identification number may change, and the EVS will reflect that change. However, ForwardHealth does not automatically send a replacement ForwardHealth card with the new identification number to the member. ForwardHealth cross-references the old and new identification numbers so a provider may submit claims with either number. The member may request a replacement ForwardHealth card that indicates the new number.

#### Member Name Changes

If a member's name on the ForwardHealth card is different than the response given from Wisconsin's EVS, providers should use the name from the EVS response. When a name change is reported and on file, a new card will automatically be sent to the member.

#### Deactivated Cards

When any member identification card has been replaced for any reason, the previous identification card is deactivated. If a member presents a deactivated card, providers should encourage the member to discard the deactivated card and use only the new card.

Although a member identification card may be deactivated, the member ID is valid and the member still may be enrolled in a ForwardHealth program.

If a provider swipes a ForwardHealth card using a magnetic stripe card reader and finds that it has been deactivated, the provider may request a second form of identification if he or she does not know the member. After the member's identity has been verified, providers may verify a member's enrollment by using one of the EVS methods such as [AVR \(Automated Voice Response\)](#).

#### Defective Cards

If a provider uses a card reader for a ForwardHealth card and the magnetic stripe is defective, the provider should encourage the member to call Member Services at the number listed on the back of the member's card to request a new card.

If a member presents a ForwardHealth card with a defective magnetic stripe, providers may verify the member's enrollment by using an alternate enrollment verification method. Providers may also verify a member's enrollment by entering the member ID or 16-digit card number on a touch pad, if available, or by calling [WiCall](#) or [Provider Services](#).

#### Lost Cards

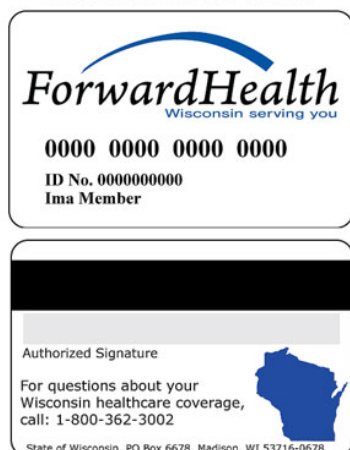
If a member needs a replacement ForwardHealth card, he or she may call Member Services to request a new one.

If a member lost his or her ForwardHealth card or never received one, the member may call [Member Services](#) to request a new one.

#### Managed Care Organization Enrollment Changes

Members do not receive a new ForwardHealth card if they are enrolled in a state-contracted MCO (managed care organization) or change from one MCO to another. Providers should verify enrollment with the EVS every time they see a member to ensure they have the most current managed care enrollment information.

### Sample ForwardHealth Identification Card



Topic #1435

## Types of Identification Cards

ForwardHealth members receive an identification card upon initial eligibility determination. Identification cards may be presented in different formats (e.g., white plastic cards, paper cards, or paper printouts), depending on the program and the method used to enroll (i.e., paper application or online application). Members who are temporarily enrolled in BadgerCare Plus or Family Planning Only Services receive temporary identification cards.

## Misuse and Abuse of Benefits

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Topic #271

### Examples of Member Abuse or Misuse

Examples of member abuse or misuse are included in [DHS 104.02\(5\)](#), Wis. Admin. Code.

Topic #274

## Pharmacy Services Lock-In Program

### Overview of the Pharmacy Services Lock-In Program

The purpose of the Pharmacy Services Lock-In Program is to coordinate the provision of health care services for members who abuse or misuse Medicaid, BadgerCare Plus, or SeniorCare benefits by seeking duplicate or medically unnecessary services, particularly for controlled substances. The Pharmacy Services Lock-In Program focuses on the abuse or misuse of prescription benefits for controlled substances. Abuse or misuse is defined under Recipient Duties in [DHS 104.02](#), Wis. Admin. Code.

Coordination of member health care services is intended to:

- Curb the abuse or misuse of controlled substance medications.
- Improve the quality of care for a member.
- Reduce unnecessary physician utilization.

The Pharmacy Services Lock-In Program focuses on the abuse or misuse of prescription benefits for controlled substances. Abuse or misuse is defined under Recipient Duties in DHS 104.02, Wis. Admin. Code. The abuse and misuse definition includes:

- Not duplicating or altering prescriptions.
- Not feigning illness, using false pretense, providing incorrect enrollment status, or providing false information to obtain service.
- Not seeking duplicate care from more than one provider for the same or similar condition.
- Not seeking medical care that is excessive or not medically necessary.

The Pharmacy Services Lock-In Program applies to members in fee-for-service as well as members enrolled in Medicaid SSI (Supplemental Security Income) HMOs (health maintenance organizations) and BadgerCare Plus HMOs. Members remain enrolled in the Pharmacy Services Lock-In Program for two years and are continuously monitored for their prescription drug usage. At the end of the two-year enrollment period, an assessment is made to determine if the member should continue enrollment in the Pharmacy Services Lock-In Program.

Members enrolled in the Pharmacy Services Lock-In Program will be locked into one pharmacy where prescriptions for restricted medications must be filled and one prescriber who will prescribe restricted medications. [Restricted medications](#) are most controlled substances, carisoprodol, and tramadol. Referrals will be required only for restricted medication services.

Fee-for-service members enrolled in the Pharmacy Services Lock-In Program may choose physicians and pharmacy providers from whom to receive prescriptions and medical services not related to restricted medications. Members enrolled in an HMO must comply with the HMO's policies regarding care that is not related to restricted medications.

Referrals of members as candidates for lock-in are received from retrospective DUR (Drug Utilization Review), physicians, pharmacists, other providers, and through automated surveillance methods. Once a referral is received, six months of pharmacy claims and diagnoses data are reviewed. A recommendation for one of the following courses of action is then made:

- No further action.
- Send an intervention letter to the physician.
- Send a warning letter to the member.
- Enroll the member in the Pharmacy Services Lock-In Program.

Medicaid, BadgerCare Plus, and SeniorCare members who are candidates for enrollment in the Pharmacy Services Lock-In Program are sent a letter of intent, which explains the restriction that will be applied, how to designate a primary prescriber and a pharmacy, and how to request a hearing if they wish to contest the decision for enrollment (i.e., due process). If a member fails to designate providers, the Pharmacy Services Lock-In Program may assign providers based on claims' history. In the letter of intent, members are also informed that access to emergency care is not restricted.

Letters of notification are sent to the member and to the lock-in primary prescriber and pharmacy. Providers may designate alternate prescribers or pharmacies for restricted medications, as appropriate. Members remain in the Pharmacy Services Lock-In Program for two years. The primary lock-in prescriber and pharmacy may make referrals for specialist care or for care that they are otherwise unable to provide (e.g., home infusion services). The member's utilization of services is reviewed prior to release from the Pharmacy Services Lock-In Program, and lock-in providers are notified of the member's release date.

### Excluded Drugs

The following scheduled drugs will be excluded from monitoring by the Pharmacy Services Lock-In Program:

- Anabolic steroids.
- Barbiturates used for seizure control.
- Lyrica®.
- Provigil® and Nuvigil®.
- Weight loss drugs.

### Pharmacy Services Lock-In Program Administrator

The Pharmacy Services Lock-In Program is administered by HID (Health Information Designs, Inc.). HID may be contacted by telephone at (800) 225-6998, extension 3045, by fax at (800) 881-5573, or by mail at the following address:

Pharmacy Services Lock-In Program  
c/o Health Information Designs  
391 Industry Dr  
Auburn AL 36832

## Pharmacy Services Lock-In Prescribers Are Required to Be Enrolled in Wisconsin Medicaid

To prescribe restricted medications for Pharmacy Services Lock-In Program members, prescribers are required to be [enrolled in Wisconsin Medicaid](#). Enrollment for the Pharmacy Services Lock-In Program is not separate from enrollment in Wisconsin Medicaid.

### Role of the Lock-In Prescriber and Pharmacy Provider

The Lock-In prescriber determines what restricted medications are medically necessary for the member, prescribes those medications using his or her professional discretion, and designates an alternate prescriber if needed. If the member requires an alternate prescriber to prescribe restricted medications, the primary prescriber should complete the [Pharmacy Services Lock-In Program Designation of Alternate Prescriber for Restricted Medication Services \(F-11183 \(12/10\)\)](#) form and return it to the Pharmacy Services Lock-In Program and to the member's HMO, if applicable.

To coordinate the provision of medications, the Lock-In prescriber may also contact the Lock-In pharmacy to give the pharmacist(s) guidelines as to which medications should be filled for the member and from whom. The primary Lock-In prescriber should also coordinate the provision of medications with any other prescribers he or she has designated for the member.

The Lock-In pharmacy fills prescriptions for restricted medications that have been written by the member's Lock-In prescriber(s) and works with the Lock-In prescriber(s) to ensure the member's drug regimen is consistent with the overall care plan. The Lock-In pharmacy may fill prescriptions for medications from prescribers other than the Lock-In prescriber only for medications not on the list of restricted medications. If a pharmacy claim for a restricted medication is submitted from a provider who is not a designated Lock-In prescriber, the claim will be denied.

### Designated Lock-In Pharmacies

The Pharmacy Services Lock-In Program pharmacy fills prescriptions for restricted medications that have been written by the member's Lock-In prescriber(s) and works with the Lock-In prescriber(s) to ensure the member's drug regimen is consistent with the overall care plan. The Lock-In pharmacy may fill prescriptions for medications from prescribers other than the Lock-In prescriber only for medications not on the list of restricted medications. If a pharmacy claim for a restricted medication is submitted from a provider who is not a designated Lock-In prescriber, the claim will be denied.

### Alternate Providers for Members Enrolled in the Pharmacy Services Lock-In Program

Members enrolled in the Pharmacy Services Lock-In Program do not have to visit their Lock-In prescriber to receive medical services unless an HMO requires a primary care visit. Members may see other providers to receive medical services; however, other providers cannot prescribe restricted medications for Pharmacy Services Lock-In Program members unless specifically designated to do so by the primary Lock-In prescriber. For example, if a member sees a cardiologist, the cardiologist may prescribe a statin for the member, but the cardiologist may not prescribe restricted medications unless he or she has been designated by the Lock-In prescriber as an alternate provider.

A referral to an alternate provider for a Pharmacy Services Lock-In Program member is necessary only when the member needs to obtain a prescription for a restricted medication from a provider other than his or her Lock-In prescriber or Lock-In pharmacy.

If the member requires alternate prescribers to prescribe restricted medications, the primary Lock-In prescriber is required to complete the Pharmacy Services Lock-In Program Designation of Alternate Prescriber for Restricted Medication Services form. Referrals for fee-for-service members must be on file with the Pharmacy Services Lock-In Program. Referrals for HMO members must be on file with the Pharmacy Service Lock-In Program and the member's HMO.

Designated alternate prescribers are required to be enrolled in Wisconsin Medicaid.

### Claims from Providers Who Are Not Designated Pharmacy Services Lock-In Providers

If the member brings a prescription for a restricted medication from a non-Lock-In prescriber to the designated Lock-In pharmacy, the pharmacy provider cannot fill the prescription.

If a pharmacy claim for a restricted medication is submitted from a provider who is not the designated Lock-In prescriber, alternate prescriber, Lock-In pharmacy, or alternate pharmacy, the claim will be denied. If a claim is denied because the prescription is not from a designated Lock-In prescriber, the Lock-In pharmacy provider cannot dispense the drug or collect a cash payment from the member because the service is a nonreimbursable service. However, the Lock-In pharmacy provider may contact the Lock-In prescriber to request a new prescription for the drug, if appropriate.

To determine if a provider is on file with the Pharmacy Services Lock-In Program, the Lock-In pharmacy provider may do one of the following:

- Speak to the member.
- Call HID.
- Call Provider Services.
- Use the ForwardHealth Portal.

Claims are not reimbursable if the designated Lock-In prescriber, alternate Lock-In prescriber, Lock-In pharmacy, or alternate Lock-In pharmacy provider is not on file with the Pharmacy Services Lock-In Program.

### For More Information

Providers may call HID with questions about the Pharmacy Services Lock-In Program. Pharmacy providers may also refer to the list of restricted medications data table or call Provider Services with questions about the following:

- Drugs that are restricted for Pharmacy Services Lock-In Program members.
- A member's enrollment in the Pharmacy Services Lock-In program.
- A member's designated Lock-In prescriber or Lock-In pharmacy.

Topic #273

## Providers May Refuse to Provide Services

Providers may refuse to provide services to a BadgerCare Plus or Medicaid member in situations when there is reason to believe that the person presenting the ForwardHealth identification card is misusing or abusing it.

Members who abuse or misuse BadgerCare Plus or Wisconsin Medicaid benefits or their ForwardHealth card may have their benefits terminated or be subject to limitations under the [Pharmacy Services Lock-In Program](#) or to criminal prosecution.

Topic #275

## Requesting Additional Proof of Identity

Providers may request additional proof of identity from a member if they suspect fraudulent use of a ForwardHealth identification card. If another form of identification is not available, providers can compare a person's signature with the signature on the back of the ForwardHealth identification card if it is signed. (Adult members are encouraged to sign the back of their cards; however, it is not mandatory for members to do so.)

Verifying member identity, as well as enrollment, can help providers detect instances of fraudulent ForwardHealth card use.



## Special Enrollment Circumstances

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Topic #276

### Medicaid Members from Other States

Wisconsin Medicaid does not pay for services provided to members enrolled in other state Medicaid programs. Providers are advised to contact [other state Medicaid programs](#) to determine whether the service sought is a covered service under that state's Medicaid program.

Topic #279

### Members Traveling Out of State

When a member travels out of state but is within the United States (including its territories), Canada, or Mexico, BadgerCare Plus and Wisconsin Medicaid cover medical services in any of the following circumstances:

- An emergency illness or accident.
- When the member's health would be endangered if treatment were postponed.
- When the member's health would be endangered if travel to Wisconsin were undertaken.
- When PA (prior authorization) has been granted to the out-of-state provider for provision of a nonemergency service.
- When there are coinsurance, copayment, or deductible amounts remaining after Medicare payment or approval for dual eligibles.

*Note:* Some providers located in a state that borders Wisconsin may be Wisconsin Medicaid enrolled as a [border-status provider](#) if the provider notifies ForwardHealth in writing that it is common practice for members in a particular area of Wisconsin to seek his or her medical services. Border-status providers follow the same policies as Wisconsin providers.

Topic #277

### Non-U.S. Citizens — Emergency Services

Certain non-U.S. citizens who are not qualified aliens are eligible for services only in cases of acute emergency medical conditions. Providers should use the appropriate diagnosis code to document the nature of the emergency.

An emergency medical condition is a medical condition manifesting itself by acute symptoms of such severity that one could reasonably expect the absence of immediate medical attention to result in the following:

- Placing the person's health in serious jeopardy.
- Serious impairment to bodily functions.
- Serious dysfunction of any bodily organ or part.

Due to federal regulations, BadgerCare Plus and Wisconsin Medicaid do not cover services for non-U.S. citizens who are not qualified aliens related to routine prenatal or postpartum care, major organ transplants (e.g., heart, liver), or ongoing treatment for chronic conditions where there is no evidence of an acute emergent state. For the purposes of this policy, all labor and delivery is considered an emergency service.

*Note:* Babies born to certain non-qualifying immigrants are eligible for Medicaid enrollment under the CEN (continuously eligible newborn) option. However, babies born to women with incomes over 300 percent of the FPL (Federal Poverty Level) are not eligible for CEN status. The baby may still qualify for BadgerCare Plus. These mothers should report the birth to the local agencies within ten calendar days.

A provider who gives emergency care to a non-U.S. citizen should refer him or her to the local county or tribal agency or ForwardHealth outstation site for a determination of BadgerCare Plus enrollment. Providers may complete the [Certification of Emergency for Non-U.S. Citizens \(F-01162 \(02/09\)\)](#) form for clients to take to the local county or tribal agency in their county of residence where the BadgerCare Plus enrollment decision is made.

Providers should be aware that a client's enrollment does not guarantee that the services provided will be reimbursed by BadgerCare Plus.

Topic #278

### Persons Detained by Legal Process

Most individuals detained by legal process are *not* eligible for BadgerCare Plus or Wisconsin Medicaid benefits.

*Note:* "Detained by legal process" means a person who is incarcerated (including some Huber Law prisoners) because of law violation or alleged law violation, which includes misdemeanors, felonies, delinquent acts, and day-release prisoners.

Pregnant women detained by legal process who qualify for the [BadgerCare Plus Prenatal Program](#) and state prison inmates who qualify for Wisconsin Medicaid or BadgerCare Plus during inpatient hospital stays may receive certain benefits. Additionally, inmates of county jails admitted to a hospital for inpatient services who are expected to remain in the hospital for 24 hours or more will be eligible for PE (presumptive eligibility) determinations for BadgerCare Plus by qualified hospitals. Refer to the Presumptive Eligibility chapter of either the [Inpatient](#) or [Outpatient](#) Hospital service area for more information on the PE determination process.

The DOC (Department of Corrections) oversees health care-related needs for individuals detained by legal process who do not qualify for the BadgerCare Plus Prenatal Program or for state prison inmates who do not qualify for Wisconsin Medicaid or BadgerCare Plus during an inpatient hospital stay.

Topic #280

## Retroactive Enrollment

Retroactive enrollment occurs when an individual has applied for BadgerCare Plus or Medicaid and enrollment is granted with an effective date prior to the date the enrollment determination was made. A member's enrollment may be backdated to allow retroactive coverage for medical bills incurred prior to the date of application.

The retroactive enrollment period may be backdated up to three months prior to the month of application if all enrollment requirements were met during the period. Enrollment may be backdated more than three months if there were delays in determining enrollment or if court orders, fair hearings, or appeals were involved.

### Reimbursing Members in Cases of Retroactive Enrollment

When a member receives retroactive enrollment, he or she has the right to request the return of payments made to a Medicaid-enrolled provider for a covered service during the period of retroactive enrollment, according to [DHS 104.01\(11\)](#), Wis. Admin. Code. A Medicaid-enrolled provider is required to submit claims to ForwardHealth for covered services provided to a member during periods of retroactive enrollment. Medicaid cannot directly refund the member.

If a service(s) that requires PA (prior authorization) was performed during the member's period of retroactive enrollment, the provider is required to submit a PA request and receive approval from ForwardHealth *before* submitting a claim.

If a provider receives reimbursement from Medicaid for services provided to a retroactively enrolled member and the member has paid for the service, the provider is required to reimburse the member or authorized person acting on behalf of the member (e.g., local General Relief agency) the full amount that the member paid for the service.

If a claim cannot be filed within 365 days of the DOS (date of service) due to a delay in the determination of a member's retroactive enrollment, the provider is required to submit the claim to Timely Filing within 180 days of the date the retroactive enrollment is entered into Wisconsin's EVS (Enrollment Verification System) (if the services provided during the period of retroactive enrollment were covered).

Topic #281

## Spenddown to Meet Financial Enrollment Requirements

Occasionally, an individual with significant medical bills meets all enrollment requirements except those pertaining to income. These individuals are required to "spenddown" their income to meet financial enrollment requirements.

The certifying agency calculates the individual's spenddown (or deductible) amount, tracks all medical costs the individual incurs, and determines when the medical costs have satisfied the spenddown amount. (A payment for a medical service does not have to be made by the individual to be counted toward satisfying the spenddown amount.)

When the individual meets the spenddown amount, the certifying agency notifies ForwardHealth and the provider of the last service that the individual is eligible beginning on the date that the spenddown amount was satisfied.

If the individual's last medical bill is greater than the amount needed to satisfy the spenddown amount, the certifying agency notifies the affected provider by indicating the following:

- The individual is eligible for benefits as of the DOS (date of service) on the last bill.
- A claim for the service(s) on the last bill should be submitted to ForwardHealth. (The claim should indicate the full cost of the service.)
- The portion of the last bill that the individual must pay to the provider.

The certifying agency also informs ForwardHealth of the individual's enrollment and identifies the following:

- The DOS of the final charges counted toward satisfying the spenddown amount.
- The provider number of the provider of the last service.
- The spenddown amount remaining to be satisfied.

When the provider submits the claim, the spenddown amount will automatically be deducted from the provider's reimbursement for the claim. The spenddown amount is indicated in the Member's Share element on the [Medicaid Remaining Deductible Update \(F-10109 \(02/14\)\)](#) form sent to providers by the member's certifying agency. The provider's reimbursement is then reduced by the amount of the member's obligation.

# Prior Authorization

# 6

Archive Date:03/01/2018

## Prior Authorization:Approval Criteria

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Topic #19038

### Approval Criteria for Initial Prior Authorization Requests

An initial PA (prior authorization) request is the first request to ForwardHealth for coverage of services for a member for an episode of behavioral treatment, even if the member's behavioral treatment is already in progress but covered by a payer other than Wisconsin Medicaid.

Initial PA requests for behavioral treatment services should be submitted for no more than six months of treatment. The authorization period granted may be shorter or longer than the request, depending on individual circumstances related to the demonstration of medical necessity.

The following information is required to make a determination of medical necessity for an initial PA request:

- Diagnostic evaluation
- Provider's initial assessment
- Previous treatment history
- Medical evaluation
- Standardized testing
- Behavioral treatment team
- POC (plan of care)
- Care collaboration plan
- Supporting documents

Simplified requirements for comprehensive behavioral treatment PA requests for members who have not yet reached 6 years of age are [available](#).

#### Diagnostic Evaluation

Diagnostic evaluation, which includes both psychological and neuropsychological testing, is covered under the ForwardHealth mental health benefit when performed by a Medicaid-enrolled licensed physician or psychologist. A diagnostic report is required to be submitted with the PA request.

For comprehensive behavioral treatment, the diagnostic report must be dated within one year of the PA request, or for individuals continuously enrolled in a behavioral treatment program prior to the PA request, within one year of the onset of the member's current course of treatment.

For focused behavioral treatment, diagnostic reports dated more than one year prior to the PA request are acceptable. However, the provider is required to include an updated clinical impression of the member's diagnostic status in the initial assessment.

ForwardHealth requires documentation of the following elements in the diagnostic report:

- Detailed interview regarding developmental, medical, family, educational, and intervention history.
- Use of a diagnostic tool that is validated in peer-reviewed clinical literature and appropriate for the condition being evaluated, and which is administered according to protocol (e.g., for ASD (autism spectrum disorder), the ADOS-2 (Autism Diagnostic Observation Schedule-2), ADI-R (Autism Diagnostic Interview-Revised), and CARS-2 (Childhood Autism Rating Scale) are examples of validated tools appropriate for diagnosing autism).
- Direct observation of the member, including written descriptions of clinical observations.
- Direct probing of the member to assess specific skills, including descriptions of findings.
- Review of relevant records (e.g., medical, Birth to 3, school, outside therapies).
- Consultation with other professionals, for members with comorbid medical or mental health conditions that may contribute to the presenting symptoms.
- Discussion of additional symptoms, possible or actual co-morbid conditions, and differential diagnosis.

If documentation in the member's medical record indicates potential or actual co-morbid conditions that could impact behavioral treatment, and that are not adequately clarified in the diagnostic report, ForwardHealth may request an independent diagnostic evaluation.

#### Provider's Initial Assessment

The provider requesting behavioral treatment services is required to submit his or her written initial assessment of the member, completed prior to the current course of behavioral treatment. If the initial assessment is more than three months old, or if the member has participated in behavioral treatment since the initial assessment, the requesting provider should include a brief addendum describing the member's current strengths, functional skills, limitations, and behavioral concerns, as well as updates on any background details that have changed. The initial assessment must include:

- The member's developmental and medical history.
- The member's current living arrangements and family supports.
- The member's current school or vocation.
- The member's current array of treatments and supportive services.
- Past mental health or behavioral health treatment and outcomes.
- The member's strengths and functional skills, including the provider's observations.
- The member's limitations and behavioral concerns, including the provider's observations.
- Appropriateness of the provider's treatment approach for meeting the member's demonstrated needs.
- Discussion of any factors that may impact the member's response to treatment.

The requesting provider's current clinical impression of the member's diagnostic status must be included when the member's diagnostic report is dated more than one year prior to the PA request. When the member's records indicate differences of opinion among professionals who have evaluated or treated the member for conditions related to the diagnosis, the requesting provider is required to address and reconcile these differences in the initial assessment.

## Previous Treatment

PA requests must include information about all treatments previously received by the member and related to the member's current deficits. This includes, but is not limited to: behavioral treatment, SLP (speech and language pathology), OT (occupational therapy), PT (physical therapy), daily living skills training, and psychotherapy.

Based on information collected from the member, member's caregivers, or the member's records, the requesting provider is required to indicate the effectiveness of previous interventions and the reason for discontinuing the interventions (e.g., aged out, goals mastered). If response to intervention was complex, the requesting provider should summarize the member's outcomes in the initial assessment.

## Medical Evaluation

ForwardHealth requires a medical examination and referral for treatment prior to authorizing behavioral treatment for members of all ages, including adults. Any qualified medical provider who can address the specific health issues highlighted on the [PA/BTA \(Prior Authorization/Behavioral Treatment Attachment, F-01629 \(12/15\)\)](#) can complete the examination and write the prescription for behavioral treatment. The qualified medical provider must be enrolled with Wisconsin Medicaid.

The member must have completed a comprehensive medical examination no more than 12 months prior to the submission of the PA request. Medical examinations for members younger than age 21 must comply with [HealthCheck](#) screening guidelines.

The requesting provider is required to obtain information from the member's medical provider regarding specific facets of the member's health that might impact the member's participation and/or expected outcomes from behavioral treatment. This includes:

- Hearing and vision screenings. Formal testing is not required if the screening indicates functioning within normal limits.
- Genetic testing. Tests are required if concerns are noted by the medical provider.
- Medical concerns. These include seizure disorders, attention problems, sleep concerns, digestive problems, elimination problems, nutrition concerns, depression concerns, or other issues noted by the medical provider. Relevant follow-up findings should be included.
- Current medications.

The provider is required to maintain on file written, signed, and dated documentation from the member's current medical provider with regard to each item detailed above.

## Standardized Testing

Standardized testing or other formal assessments are required to establish the member's baseline prior to the provision of treatment, and may be required to evaluate progress periodically. Different types of testing are required for comprehensive and focused treatment.

Providers should submit all standardized age-normed testing results, when available. However, if cognitive test results are not available, ForwardHealth will adjudicate the PA request without the test results. ForwardHealth requires cognitive testing only when needed to establish medical necessity.

**Comprehensive treatment:** The member's developmental age norms should be assessed across a range of skill areas to include cognitive functioning (e.g., IQ, developmental age equivalents), communication skills (e.g., receptive and expressive language measures), and life skills (e.g., socialization, motor functioning, adaptive skills). Standardized age-normed testing to establish the member's baseline developmental level is required prior to the provision of treatment. ForwardHealth requires age-normed tests to meet the following standards:

- The member's age is within the test's published age range.
- The test is administered by a qualified professional, following standard administration procedures.
- The test is published and has been subject to rigorous psychometric evaluation and age-norming procedures.
- The test measures one or more specific areas of individual performance (e.g., cognition, communication, adaptive behavior).
- Scores (composite or subscales) are reported as standard scores, percentiles, or age scores.

Recent assessment reports completed by qualified professionals from other agencies or school districts may be submitted. Behavioral Identification Assessment (CPT (Current Procedural Terminology) code 0359T) and Observational Behavioral Follow-up Assessment (CPT code 0360T/0361T) are covered services that may be used by the requesting provider to complete baseline testing prior to submitting a PA request for treatment and for periodic re-assessments during the member's course of treatment.

ForwardHealth does not routinely require annual re-testing on age-normed measures but may require periodic re-assessments when needed to establish the medical necessity of a requested service.

**Focused treatment:** The member's specific skill limitations (e.g., tolerating change, social communication skills, self-care skills) should be assessed using standardized measures, or as appropriate, an FBA (functional behavior assessment) should be completed to identify the function of the problem behavior and develop an effective treatment protocol. Recent standardized assessment reports completed by qualified professionals from other agencies or school districts may be submitted. FBAs must be current and conducted by the requesting provider. When previous efforts at behavior change have been unsuccessful for very challenging behavior (e.g., aggression, self-injury, destructive behavior), a functional analysis of behavior may be required. Behavioral Identification Assessment (CPT code 0359T) and Observational Behavioral Follow-up Assessment (CPT code 0360T/0361T) are covered services that may be used by the requesting provider to complete this testing or assessment prior to submitting a PA request for treatment and for periodic re-assessment for treatment planning.

If the only service requested is Family Adaptive Behavior Treatment Guidance (CPT code 0370T), standardized testing may be omitted from the PA request.

## Behavioral Treatment Team

The provider is required to establish that the treatment team's skills and experience are adequate and appropriate for the member's assessed needs, and that unlicensed staff will receive adequate case supervision and professional supervision to ensure quality treatment. For focused treatment, which uses direct service providers with advanced knowledge, skills, and clinical judgment, the provider is required to establish that more experienced clinicians are required to meet the member's needs. Providers are required to indicate the amount of direct treatment delivered to the member by each provider specialty during a typical week. ForwardHealth recognizes that exceptional circumstances may occasionally result in changes to the typical treatment schedule.

If the member is a dual-language learner, the PA request must describe the team's training and accommodations to address language barriers, including the primary language that will be used during therapy activities. In addition, the provider is required to document the plan for the family to practice language learning activities outside of sessions, if the primary language used during treatment is not the parents' first spoken language. If specialized training or skills are required for team members who will be serving dual language learners, this should be documented.

**Case Supervision:** To ensure quality programming, the licensed supervisor is required to see the member often enough to confirm data and narrative progress reports provided by the team and is required to directly observe the member for at least one hour every 60 to 75 days. The one-hour minimum observation requirement every 60 to 75 days is counted from the first DOS (date of service) the member received direct treatment from the provider. These visits must be documented by a detailed progress note or report and by claims submitted by the licensed supervisor for behavior assessment, behavior treatment, protocol modification, or family adaptive behavior treatment guidance. If more than 75 days elapse between supervisory visits, ForwardHealth may recoup all payments made for services delivered after day 75 until the next supervisory visit occurs.

The intent of this case supervision is for the licensed supervisor to be actively and solely engaged in member-focused activities, such as demonstrating protocols, coaching staff, assessing or observing member skills, or providing direct treatment. Progress notes must include descriptions of these activities in order to meet this requirement. Incidental observation of the member that may occur while the licensed supervisor provides family treatment guidance to parents or caregivers does not meet this requirement.

In addition, treatment supervisors (either licensed supervisors or treatment therapists) are required to observe, demonstrate, and guide the team of service providers during delivery of each member's treatment for a minimum of one hour and a maximum of two hours for every 10 hours of direct treatment provided, averaged over a calendar month. Providers are required to document exceptional circumstances that require direct oversight in excess of the maximum. Documentation of direct oversight of treatment delivery is required.

**Professional supervision:** Consistent with Wis. Admin. Code § [DHS \(Department of Health Services\) 101.03\(173\)](#), professional supervision involves intermittent face-to-face contact between supervisor and assistant and a regular review of the assistant's work by the supervisor, including general clinical guidance that may apply to multiple members. Each treatment therapist must be supervised by a licensed supervisor via weekly face-to-face or indirect contact and monthly face-to-face supervision. Each behavioral treatment technician must be supervised face-to-face by either a treatment therapist or licensed supervisor at least once a month.

Face-to-face supervision means observing the treatment therapist or technician implementing the POC with the member and/or family present. Indirect supervisory contact includes activities such as oversight of treatment protocol, updating goals, data and progress review, crisis intervention, and family/team management; it may occur face-to-face or via telephone or electronic communication, through individual or group contact. Documentation of professional supervision is required.

*Note:* Time spent by a supervisor observing treatment performed by a team member may fulfill the requirement for professional supervision and direct case supervision.

**Comprehensive treatment:** Direct services are typically provided by behavioral treatment technicians but may be provided by behavioral treatment licensed supervisors or behavioral treatment therapists. Behavioral treatment technicians must receive direct, face-to-face case supervision during delivery of direct treatment, with the member present, from either a treatment therapist or licensed supervisor. ForwardHealth requires a minimum of one hour of direct case supervision per 10 hours of direct treatment provided by treatment technicians. If direct case supervision exceeds two hours per 10 hours of direct treatment by treatment technicians, the provider is required to document the exceptional circumstances, such as a significant change in the member's response to treatment that resulted in a temporary need to increase direct supervision.

**Focused treatment:** Direct services may be provided by focused treatment licensed supervisors, focused treatment therapists, or behavioral treatment technicians.

Focused treatment therapists must receive direct, face-to-face case supervision during delivery of direct treatment, with the member present, from the licensed supervisor. ForwardHealth requires a minimum of one hour of direct case supervision per 10 hours of direct treatment provided by the treatment therapist. If direct case supervision exceeds two hours per 10 hours of direct treatment by treatment therapists, the provider is required to document the exceptional circumstances, such as a significant change in the member's response to treatment that resulted in a temporary need to increase direct supervision.

Behavioral treatment technicians must receive direct, face-to-face case supervision during delivery of direct treatment, with the member present, from either a treatment therapist or licensed supervisor. ForwardHealth requires a minimum of one hour of direct case supervision per 10 hours of direct treatment provided by treatment technicians. If direct case supervision exceeds two hours per 10 hours of direct treatment by treatment technicians, the provider is required to document the exceptional circumstances, such as a significant change in the member's response to treatment that resulted in a temporary need to increase direct supervision.

ForwardHealth covers two levels of [focused behavioral treatment](#).

## Plan of Care

The POC must indicate the intended start and end dates for the authorization period, the intended treatment hours per week, and when required, a plan to modify treatment intensity over the course of the authorization period. All dates in the authorization period must fall within the date range specified on the prescription from a physician or medical provider for treatment.

The POC must also indicate the treatment approach that will be used. ForwardHealth limits coverage to treatment modalities that are evidence-based as determined by DHS (Department of Health Services). The POC must be signed and dated by the supervising provider prior to provision of care.

For members seeking comprehensive treatment for ASD, providers are expected to use a curriculum of treatment goals developed for individuals with ASD, addressing skills across a range of developmental areas (e.g., communication, socialization, daily living skills, learning, play skills). The curriculum must be validated in the research literature and designed to assess skills, select treatment goals, and evaluate the member's progress multiple times within a year. Examples of commonly used criterion-referenced measures for ASD include the VB-MAPP (Verbal Behavior Milestones Assessment & Placement Program), the ABLLS (Assessment of Basic Language and Learning Skills), and the ESDM (Early Start Denver Model) Curriculum Checklist.

Treatment goals must be functional and individualized for the member. They must meet the following guidelines:

- Address assessed needs of the member.
- Be specific with clearly defined target behaviors.
- Be observable and measurable to allow frequent objective evaluation of progress.
- Include objective measures of baseline performance (e.g., frequency, rate, intensity, or duration of symptoms).
- Include clear, measurable mastery criteria.
- Be appropriate for the member's age and skill level.

Treatment goals should be achievable within the authorization period. For complex goals that require longer than a typical authorization period for mastery, providers should complete a task analysis of the planned treatment steps and include goals based on the individual treatment steps that can be achieved within a single authorization period.

The scope of treatment goals and intensity of treatment hours should be consistent with the member's current needs. For members with prior behavior treatment, the scope and intensity of the proposed POC should be consistent with the member's demonstrated rate of skill acquisition, skill maintenance, and generalization of skills, and should be reasonably likely to result in desired gains.

### Members Age 18 and Older

Members who are age 18 and older must have input on treatment goals if they are able to express personal needs and priorities. If the member has formally delegated any medical decision-making to another entity, providers must submit documentation of that agreement and confirm that the decision-making entity is in agreement with the POC. If the member is able to make medical decisions independently, the member's signature on the treatment plan to confirm consent for treatment must be included.

### **Treatment for School-Age Members**

If the member is intellectually and behaviorally capable of learning and/or socializing with same-age peers, the POC must allow regular and appropriate participation in school or other settings that support interaction with typically developing same-age peers, consistent with the member's abilities.

If the member is temporarily participating in behavioral treatment in lieu of regular school attendance, the POC must include a plan for returning to full-time attendance. The plan must include an anticipated timeline with time or skill acquisition benchmarks that will trigger each step-down in treatment hours.

If the member is participating in behavioral treatment while attending school, the POC must explain why it is medically necessary for a behavioral treatment provider to address skills typically supported by school staff. The POC must include a plan to reduce treatment in the school environment and replace with available school supports. Behavioral treatment is not intended to function as a long-term support or to supplant activities typically provided by educational staff.

Because professional educators and homeschooling parents are responsible for teaching academic content to children 6 years of age and older, ForwardHealth will not authorize POCs or reimburse behavioral treatment providers for providing educational instruction to these members.

If disruptive behaviors or deficits in prerequisite skills are impeding the member's successful participation in school, ForwardHealth may authorize and reimburse treatment that addresses these behaviors and skills. If treatment goals appear to be academic in nature but address prerequisite skills that support the member's general functioning, the goals may be evaluated for medical necessity based on the member's unique needs and the rationale given by the provider. The fact that a goal appears on a teaching curriculum and is within scope for a behavioral treatment therapist to teach does not make the goal medically necessary.

POCs for members under 6 years of age may include goals that support the development of foundation learning skills and general knowledge, such as skills that appear on school readiness checklists, provided the goals are appropriate for the member's age and assessed needs.

### **Including Family/Caregiver Goals**

Behavioral treatment frequently seeks to make behavior more manageable for caregivers. This involves both modification of the member's behavior and enhancement of caregiver skills. For children and adult members with legal guardians, ForwardHealth expects the family and/or caregivers to be included in treatment planning and POC goals. The provider's initial assessment of the member must include reports from the family and/or caregivers about the member's current behavioral challenges and other treatment needs. The POC must include goals for the family and/or caregivers to learn how to follow protocols for managing behavior or teaching new skills. Teaching the member's family and/or caregivers about treatment protocols without the member present, demonstrating protocols involving the member, and coaching the family and/or caregivers in the implementation of a protocol may all be billed using the appropriate CPT codes.

Specific, measurable goals for the family and/or caregivers must be included in all POCs that include family treatment guidance as a requested service. Initial goals may focus on family participation, communication, and compliance with treatment policies and procedures. However, the purpose of family training is to help family members improve their behavior management skills and reduce the need for treatment and other supports. Goals should be individualized for the member's family or caregivers and may address a range of areas including, but not limited to:

- Increasing the accuracy and consistency of behavior plan implementation.
- Increasing the frequency and duration of successful family and community participation.
- Reducing the frequency and duration of the member's disruptive behavior outside of sessions.
- Teaching the member common adaptive skills.

Family goals must be appropriate and specific, with measurable baselines and mastery criteria.

Any PA request for continued family treatment guidance must summarize progress on family goals documented in specific, measurable, objective terms. Progress that is indicated by descriptive terms, such as "better," "improved," "calmer," "less/more," or "longer" are not measurable and will not be accepted by ForwardHealth. If the family has made limited or no progress by the end of the authorization period, a subsequent POC must clearly identify barriers to progress and propose a corrective action plan.

### **Including Documentation of Disruptive Behaviors**

When disruptive behaviors are identified through the clinical assessment or record review for either comprehensive or focused treatment, these behaviors must be documented in the POC that is submitted as part of the PA request. As part of the behavioral assessment, the provider is required to include the following:

- A clear definition of the concerning behavior
- The baseline level (frequency, rate, duration, latency, and/or interresponse times) of the behavior and rationale for treating it immediately
- The causes or functions of the behavior (for new members, this may indicate the hypothesized function)

Behavior reduction goals must be included in the POC, and the POC must identify skill acquisition goals that are expected to address skill deficits underlying the behavior. Mastery criteria for behavior goals should reflect behavior that is, at most, age-typical or, at least, manageable for caregivers.

When the member's disruptive behavior may be related to a co-morbid medical or mental health condition, the provider's assessment and POC must explain how the condition will be treated or otherwise addressed alongside the proposed behavioral treatment. A recent consultation to evaluate the member's medication needs may be requested.

If the problem behavior persists despite treatment, a thorough functional analysis of the problem behavior may be required for subsequent PA requests.

### **Care Collaboration**

Collaboration with other professionals helps ensure member progress by ensuring consistency of care. Treatment goals are most likely to be achieved when there is shared understanding and collaboration among all health care providers serving a member. In addition, requested services may not duplicate services delivered by other providers.

Every PA request must identify the individual on the member's team who directs communication and collaboration with other care providers serving the member.

The PA request must document efforts to collaborate with other service providers who may be working to achieve the same or similar goals. Planned communication may include, but is not limited to, record review, sharing the POC, telephone or email check-ins, attendance at team meetings, or observation during therapy sessions. Providers are required to retain documentation of collaborative activities, which may include telephone logs, summaries of conversations or written communication, copies of POC, staffing reports, or received written reports.

## Supporting Documents

Additional documents identified on the PA/BTA form may be required, depending on the specific PA request. When these documents are required, they must meet the following standards.

**Prescription for behavioral treatment from a physician or medical professional authorized to prescribe.** This must include the date of the prescription, the name and address of the member, the member's ForwardHealth identification number, the service to be provided, the amount of service to be provided and the estimated length of time required (e.g., \_\_\_\_ hours/week x \_\_\_\_ months), the name and address of the prescriber, the prescriber's NPI, and the prescriber's signature.

A prescription from a physician or medical provider must include the number of hours of services per week being prescribed. Medically necessary behavioral treatment services are covered as prescribed but do allow for variances not exceeding a total of 45 treatment hours per week. ForwardHealth allows flexible use of approved behavioral treatment services within these parameters to accommodate situations that would necessitate variances, such as inclement weather and illness of the member. If more hours are billed than what was prescribed and approved through the PA process, the provider's documentation must reflect the circumstances that indicate a need for additional time. Claims may be recouped for excessive billing with inadequate documentation.

**Medication list.** This must include current medication with dosages, the name of the physician or medical provider supervising the member's medication management, and the date of the last medication review.

**Proposed schedule of treatment hours and school hours.** This must be a proposed, grid-style weekly schedule for the member indicating the specific blocks of time when the member will be in school and in treatment. Providers are advised to submit alternate proposed schedules if a change in the member's schedule is anticipated within the authorization period (e.g., school year versus summer schedule). If the child is being homeschooled, this should indicate the blocks of time that the family intends to provide required educational programming each day. It should also include any regularly scheduled commitments, such as day care, outside therapies, or supportive services.

**Most recent Birth to 3 IFSP (Individual Family Service Plan) or school IEP (Individualized Education Program).** This must be the most recent plan that includes current intervention goals and a list of services that will be delivered during the requested authorization period.

**Discharge criteria and transition plan.** This must be the requesting treatment provider's standard discharge criteria that is refined throughout the member's treatment plan. Services should be reviewed and evaluated for discharge planning in the following situations:

- Member has achieved treatment goals.
- Member no longer meets diagnostic criteria for the condition being treated.
- Member has not demonstrated progress toward goals for successive authorization periods.
- Family wishes to discontinue services.
- Family and provider are unable to reconcile important issues in treatment planning and delivery.
- Member is frequently unable to participate effectively in treatment (e.g., due to medical issues).
- Sufficient skilled staff have been unavailable for three consecutive months, and provider cannot guarantee that the staffing shortage will be corrected within a month.
- Member requires an intervention approach or level of care that is not offered by the provider or is not commensurate with the provider's education, training, and experience.

PA requests for behavioral treatment must include discharge criteria that clearly describe a realistic range of outcomes, including lack of progress, which may result in discharge from treatment. Standard discharge criteria should be shared with members at the beginning of treatment to assist them with long-term planning.

Initial PA requests must include the provider's standard discharge criteria. Subsequent PA requests must include a transition plan that is updated based on the member's rate and magnitude of progress. Transition plans should identify the anticipated system(s) of care (e.g., school, personal care) that will support the member following the current course of behavioral treatment; the plans should include an anticipated timeline with time or skill acquisition benchmarks that will result in a progressive transition to the next system of care.

Discharge criteria must be provided to ForwardHealth and the member at the outset of treatment. Clear indicators should be specified so that both families and PA request reviewers can easily recognize whether discharge criteria have been met.

Information regarding [documentation requirements for a PA request](#) and [retroactive enrollment](#) is available.

Topic #19039

## Approval Criteria for Prior Authorization Amendment Requests

A PA (prior authorization) amendment request may be submitted to request an extension of services for up to a total of 12 months under the initial PA number. The following information is required to make a determination of medical necessity for a PA amendment request:

- Updated provider specialties on the behavioral treatment team, if applicable
- Updated POC (plan of care)
- Progress summary
- Documentation that was requested by ForwardHealth in the previous PA grant letter

Simplified requirements for comprehensive behavioral treatment PA requests for members who have not yet reached 6 years of age are [available](#).

## Plan of Care

For comprehensive behavioral treatment, PA amendment requests must include an updated POC with the intended start and end dates for the authorization period, the intended treatment hours per week, and any planned modifications to treatment intensity. New treatment goals must be included in place of mastered goals.

For focused behavioral treatment, PA amendment requests must include an updated POC with the intended start and end dates for the authorization period, the intended treatment hours per week, and any planned modifications to treatment intensity. New treatment goals should not be included, although adjustments to the original goals may be appropriate to address barriers to progress.



## Progress Summary

PA amendment requests must include a summary of the member's progress, or lack of progress, since treatment was last authorized. The summary should include both narrative descriptions of behavior as well as measurements of current behavior compared to behavior at the beginning of the authorization period. Charts or data summaries of measurable results are acceptable. When standardized or other formal testing is included as part of a progress summary, include prior and current test results for comparison purposes.

To assess member response to treatment and rate of behavior change, providers must indicate the introductory date and mastery date, if applicable, for each goal in the progress summary. Baselines, mastery criteria, and progress measures should all be stated using the same metric (e.g., times per week, duration of episodes). For goals that required excessive teaching duration or trials, providers must indicate any barriers to acquisition.

For both comprehensive and focused treatment, members are expected to achieve a majority of treatment goals identified for each authorization period. For comprehensive treatment, mastery of goals is expected across a range of developmental areas (e.g., communication, socialization, daily living skills, learning, play skills). The provider is required to demonstrate that the member has mastered new skills and, therefore, has advanced or improved in function as a result of treatment intervention. Progress must be documented in specific, measurable, objective terms. Progress that is indicated by descriptive terms, such as "better," "improved," "calmer," "less/more," or "longer" are not measurable and will not be accepted by ForwardHealth.

**Comprehensive treatment:** PA amendment requests to extend comprehensive behavioral treatment may be approved if the treatment provider documents that the member has made adequate progress and that comprehensive behavioral treatment continues to be medically necessary.

In order to consider continuation of treatment at the current level of care, ForwardHealth requires a summary of the member's current status or performance of the following:

- Mastery of skills from a research-validated, criterion-referenced measurement tool
- Progress toward treatment goals identified on the treatment plan
- Generalization of skills to new situations, settings, and partners outside of treatment sessions
- Gains in functional behavior that reduce the family's reported stress and/or increase the member's independence
- Measurable changes in the frequency, rate, intensity and/or duration of challenging behaviors

Because an important purpose of comprehensive treatment is to "close the developmental gap" between the member and same-age peers, ForwardHealth may require standardized age-normed assessments of the member's progress toward developmental age norms in one or more of the following foundation skills areas:

- Cognitive functioning (e.g., IQ, developmental age equivalents)
- Communication skills (e.g., receptive and expressive language measures)
- Adaptive functioning (e.g., life skills, socialization, motor functioning, communication)

Age-normed testing will not be requested more often than annually or more often than the tool's administration protocol allows.

**Focused treatment:** PA amendment requests to extend focused behavioral treatment may be approved if the treatment provider documents that the member has not mastered the treatment goals but is making adequate progress and that behavioral treatment continues to be medically necessary. Because the purposes of focused treatment are to reduce challenging behavior and promote acquisition of discrete functional skills, progress is assessed by comparing baseline measures of behavior (e.g., frequency, rate, intensity, or duration of behaviors) or standardized assessments with post-treatment re-assessments on the same measures.

In order to consider continuation of treatment at the current level of care, ForwardHealth requires a summary of the member's current status or performance on the following:

- Measurable changes in the frequency, rate, intensity and/or duration of challenging behaviors
- Progress toward treatment goals identified on the treatment plan
- Generalization of skills to new situations, settings, and partners outside of treatment sessions

**Lack of progress:** If the member has made limited or no progress by the end of the authorization period, ForwardHealth will only consider PA amendment requests for behavioral treatment that clearly identify barriers to progress and propose a corrective action plan, which will be evaluated as part of the PA request approval process. The corrective action plan must include the following:

- Identification of barriers to progress
- Description of corrective actions that have been attempted
- Completion of a functional behavior analysis, as appropriate
- Consultation with other professional specialties (e.g., psychiatry) as appropriate
- Updated plan for family education and participation
- A proposed plan of action that addresses the barriers and/or revises the treatment goal(s), including a rationale for continued treatment at the level of service requested

If ForwardHealth concludes that the corrective action plan is inadequate or that medical necessity has not been adequately demonstrated, the PA amendment request will be denied. ForwardHealth may authorize a transition to other medically necessary services.

## Documentation Requirements

All of the following must be included as part of a PA amendment request for behavioral treatment:

- A completed [Prior Authorization Amendment Request \(F-11042 \(07/12\)\)](#)
- Documentation substantiating the request as previously outlined
- An updated prescription from a physician or medical provider if the previous prescription has expired, or will expire during the authorization period, or if requesting an increased level of service

Topic #19040

## Approval Criteria for Subsequent Prior Authorization Requests

A subsequent PA (prior authorization) request may be submitted to continue comprehensive behavioral treatment beyond the initial 12 months or to request a new episode of focused behavioral treatment with a new set of treatment goals. Subsequent PA requests for the same member may be submitted for up to 12 months of treatment. The following information is

required to make a determination of medical necessity for a subsequent PA request:

- Diagnostic evaluation (provide updated information, if available)
- Provider's initial assessment (focused treatment only)
- Previous treatment history (provide updates, including completed courses of focused treatment)
- Medical evaluation
- Standardized testing (provide updated test results, if available)
- Behavioral treatment team (if there are changes in the provider specialties composing the team)
- New or updated POC (plan of care)
- Progress summary (comprehensive treatment only)
- Care collaboration plan (provide updates, if any)
- Supporting documents

## Provider's Initial Assessment

For focused treatment, the provider may submit either the original initial assessment with an addendum that summarizes updates and changes in the member's condition, or a new initial assessment.

## Medical Evaluation

The member must have completed a comprehensive medical examination no more than 12 months prior to the submission of the subsequent PA request. Medical examinations for members younger than age 21 must comply with [HealthCheck](#) screening guidelines.

## Plan of Care

Subsequent PA requests must include an updated POC with the intended start and end dates for the authorization period, the intended treatment hours per week, and any planned modifications to treatment intensity. New treatment goals must be included in place of mastered goals.

## Progress Summary

Subsequent PA requests must include a summary of the member's progress, or lack of progress, since comprehensive treatment was last authorized.

## Supporting Documents

Additional documents identified on the [PA/BTA \(Prior Authorization/Behavioral Treatment Attachment, F-01629 \(12/15\)\)](#) form may be required, depending on the specific PA request. When these documents are required, they must meet the following standards.

**Prescription for behavioral treatment from a physician or medical professional authorized to prescribe.** This must be an updated prescription.

**Medication list.** This must be an updated list of current medications with dosages, the name of the medical provider supervising the member's medication management, and the date of last medication review.

**Proposed schedule of treatment hours and school hours.** This must be an updated grid-style weekly schedule for the member indicating the specific blocks of time when the member will be in school and in treatment.

**Most recent Birth to 3 IFSP (Individual Family Service Plan) or school IEP (Individualized Education Program).** This must be the most recent plan that includes current intervention goals and a list of services that will be delivered during the requested authorization period.

**Discharge criteria and transition plan.** This must be an updated transition plan based on the member's progress in treatment.

## Documentation Requirements

All of the following must be included as part of a subsequent PA request for behavioral treatment:

- A completed [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#)
- A completed PA/BTA
- Documentation substantiating the request
- A prescription for behavioral treatment from a medical provider

Topic #19041

## Standards of Medical Necessity

PA (prior authorization) requests for behavioral treatment services are reviewed to evaluate whether or not each service being requested meets ForwardHealth's definition of "medically necessary," as well as other criteria. The [PA/BTA \(Prior Authorization/Behavioral Treatment Attachment, F-01629 \(12/15\)\)](#) allows a provider to document the clinical information used to determine whether the standards of medical necessity are met for the requested service.

ForwardHealth considers certain factors when determining whether to approve or deny a PA request pursuant to Wis. Admin. Code § [DHS 107.02\(3\)](#). Providers are required to include adequate information on the PA/BTA for ForwardHealth consultants performing the clinical review to determine whether the service being requested meets all of the elements of ForwardHealth's definition of "medically necessary." Documentation must provide the justification for the service requested specific to the member's current condition and needs. Pursuant to Wis. Admin. Code § [DHS 101.03\(96m\)](#), a service that meets certain criteria is medically necessary under Wis. Admin. Code ch. [DHS 107](#). Each PA is evaluated on its own merits. Providers are also required to prepare, submit, and maintain written documents that are complete, accurate, legible, and based on the current needs of the member (Wis. Admin. Code ch. [DHS 106](#)).

Approval criteria required to make a determination of medical necessity for behavioral treatment is included for the following:

- [Initial PA requests](#)
- [Prior authorization amendment requests](#)
- [Subsequent PA requests](#)

## Decisions

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Topic #424

### Approved Requests

PA (prior authorization) requests are approved for varying periods of time based on the clinical justification submitted. The provider receives a copy of a PA decision notice when a PA request for a service is approved. Providers may then begin providing the approved service on the grant date given.

An approved request means that the requested *service*, not necessarily the code, was approved. For example, a similar procedure code may be substituted for the originally requested procedure code. Providers are encouraged to review approved PA requests to confirm the services authorized and confirm the assigned grant and expiration dates.

### Listing Procedure Codes Approved as a Group on the Decision Notice Letter

In certain circumstances, ForwardHealth will approve a PA request for a group of procedure codes with a total quantity approved for the entire group. When this occurs, the quantity approved for the entire group of codes will be indicated with the first procedure code. All of the other approved procedure codes within the group will indicate a quantity of zero.

Providers may submit claims for any combination of the procedure codes in the group up to the approved quantity.

Topic #4724

### Communicating Prior Authorization Decisions

ForwardHealth will make a decision regarding a provider's PA (prior authorization) request within 20 working days from the receipt of all the necessary information. After processing the PA request, ForwardHealth will send the provider either a decision notice letter or a returned provider review letter. Providers will receive a decision notice letter for PA requests that were approved, approved with modifications, or denied. Providers will receive a returned provider review letter for PA requests that require corrections or additional information. The decision notice letter or returned provider review letter will clearly indicate what is approved or what correction or additional information ForwardHealth needs to continue adjudicating the PA request.

Providers submitting PA requests via the ForwardHealth Portal will receive a decision notice letter or returned provider review letter via the Portal.

If the provider submitted a PA request via [mail](#) or [fax](#) and the provider has a Portal account, the decision notice letter or returned provider review letter will be sent to the provider via the Portal as well as by mail.

If the provider submitted a paper PA request via mail or fax and does not have a Portal account, the decision notice letter or returned provider review letter will be sent to the address indicated in the provider's file as his or her PA address (or to the physical address if there is no PA address on file), *not* to the address the provider wrote on the PA request.

The decision notice letter or returned provider review letter will not be faxed back to providers who submitted their paper PA request via fax. Providers who submitted their paper PA request via fax will receive the decision notice letter or returned provider letter via mail.

Topic #5038

### Correcting Returned Prior Authorization Requests and Request Amendments on the Portal

If a provider received a returned provider review letter or an amendment provider review letter, he or she will be able to correct the errors identified on the returned provider review letter directly on the ForwardHealth Portal. Once the provider has corrected the error(s), the provider can resubmit the PA (prior authorization) request or amendment request via the Portal to ForwardHealth for processing. When correcting errors, providers only need to address the items identified in the returned provider review letter or the amendment provider review letter. Providers are not required to resubmit PA information already submitted to ForwardHealth.

Topic #5037

### Decision Notice Letters and Returned Provider Review Letters on the Portal

Providers can view PA (prior authorization) decision notices and provider review letters via the secure area of the ForwardHealth Portal. Prior authorization decision notices and provider review letters can be viewed when the PA is selected on the Portal.

*Note:* The PA decision notice or the provider review letter will not be available until the day after the PA request is processed by ForwardHealth.

Topic #425

### Denied Requests

When a PA (prior authorization) request is denied, both the provider and the member are notified. The provider receives a PA decision notice, including the reason for PA denial. The member receives a [Notice of Appeal Rights](#) letter that includes a brief statement of the reason PA was denied and information about his or her right to a fair hearing. Only the *member, or authorized person acting on behalf of the member*, can appeal the denial.

Providers may call [Provider Services](#) for clarification of why a PA request was denied.

Providers are required to discuss a denied PA request with the member and are encouraged to help the member understand the reason the PA request was denied.

Providers have three options when a PA request is denied:

- Not provide the service.
- Submit a *new* PA request. Providers are required to submit a copy of the original denied PA request and additional supporting clinical documentation and medical justification along with a new [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#), [PA/DRF \(Prior Authorization/Dental Request Form, F-11035 \(07/12\)\)](#), or [PA/HIAS1 \(Prior Authorization for Hearing Instrument and Audiological Services 1, F-11020 \(05/13\)\)](#).
- Provide the service as a noncovered service.

If the member does not appeal the decision to deny the PA request or appeals the decision but the decision is upheld and the member chooses to receive the service anyway, the member may choose to receive the service(s) as a [noncovered service](#).

## Sample Notice of Appeal Rights Letter

<Month DD, CCYY>  
 <sequence number>  
 <RecipName> Member Identification Number:  
 <RecipAddressLine1> <XXX-XX-XXXXX>  
 <RecipAddressLine2> Local County or Tribal Agency  
 <RecipCity> <RecipStateZip> Telephone Number: <AgencyPhone>

<PROGRAM NAME> Notice of Appeal Rights

Appeal Date: <AppealDate>

In <PROGRAM NAME>, certain services and products must be reviewed and approved before payment can be made for them. This review process is called prior authorization (PA). The purposes of this letter are to notify you that <PROGRAM NAME> has either denied or modified a request for prior authorization of a service or product that was submitted on your behalf and to inform you of your right to appeal that decision.

Your provider <ProviderName> requested prior authorization for the following service(s):

Service Code	Modifier	Service Description	Unit	Dollar
XXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX
XXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX

<ServiceNN>

That prior authorization request, PA number <PANumber>, was reviewed by <PROGRAM NAME> medical consultants. Based on that review, the following services have been denied or modified as follows.

Denied Services

Service Code	Modifier	Service Description	Unit	Dollar
XXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX
XXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX

<DeniedServiceNN>

Modified Services

Service Code	Modifier	Service Description	Unit	Dollar
XXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX
XXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX

<ModifiedServiceNN>

<PROGRAM NAME>'s denial or modification of the services requested was made for the following reasons:

(Denial/modify code(s) will be inserted here)

<PROGRAM NAME> bases its decisions on criteria found in the Wisconsin Administrative Code. <PROGRAM NAME> may modify or deny a prior authorization request if one or more of the criteria are not supported by documentation submitted by your provider. The specific regulation(s) that supports the reason for the denial/modification of your provider's request for services is found in the following Wisconsin Administrative Code:

(Wis. Admin. Code Regulation(s) will be inserted here)

We have sent your provider the denied/modified prior authorization request. We encourage you to contact <Provider Name> to review the prior authorization request and the reasons for the decision.

## Your Rights and Responsibilities

You or your designated representative may appeal this decision in accordance with state and federal law within <RecipientDays> days. To file an appeal, you may do one of the following:

- 1) Call your local county or tribal agency at the telephone number listed on the first page of this letter for an appeal form and/or assistance in completing it.
- 2) Write a letter requesting an appeal to the Division of Hearings and Appeals at the following address:

Division of Hearings and Appeals  
 Department of Administration  
 PO Box 7875  
 Madison WI 53707-7875

The appeal form or letter should include all of the following:

- The name, address, and telephone number of the <PROGRAM NAME> member for whom the appeal is being made.
- The member identification number.
- The prior authorization number <PANumber> of the denied/modified request.
- The reason you think the denial or modification of the prior authorization is wrong.

REMEMBER: You must mail or deliver your appeal to your local county or tribal agency or the Division of Hearings and Appeals so it is received by the <RecipientDays>-day deadline, which is <AppealDate>.

You will lose your right to an appeal if your request to appeal is not received by the local county or tribal agency or the Division of Hearings and Appeals by <AppealDate>.

If you file an appeal, you may expect the following to occur:

- The state Division of Health Care Access and Accountability will be required to explain, in writing, the reason(s) for the denial or modification of the services your provider requested. This explanation will be mailed to you.
- The Division of Hearings and Appeals will schedule a hearing to consider your appeal and will notify you of the time and place by mail. Hearings are generally held at your local county or tribal agency. You may want to ask your local county or tribal agency if there is free legal help available in your area.
- At that hearing, you (or you may choose a friend, relative, attorney, provider, etc., to represent you) will have an opportunity to explain your need for the service to a hearing officer. Division of Health Care Access and Accountability staff may also appear in person or participate by telephone.
- Based on all the information available, the hearing officer will make a decision on your appeal, notify you of the decision by mail, and advise you of any additional appeal rights.



Whether or not you appeal, <PROGRAM NAME> will pay for any services it has approved. After the hearing officer makes a decision on your appeal, <PROGRAM NAME> will continue to pay for the approved services plus any additional services the hearing officer directs <PROGRAM NAME> to pay.

If you need information about accommodation for a disability or for language translation, please call 1-608-266-3096 (voice) or 1-608-264-9853 (TTY) immediately so arrangements can be made. The staff at these numbers will not be able to provide you with information about the reasons for Wisconsin <PROGRAM NAME>'s decision to deny or modify the prior authorization request. These telephone numbers at the Division of Hearings and Appeals should only be used for questions about the hearing process.

F-11194 (10/08)

Topic #426

## Modified Requests

Modification is a change in the services originally requested on a PA (prior authorization) request. Modifications could include, but are not limited to, either of the following:

- The authorization of a procedure code different than the one originally requested.
- A change in the frequency or intensity of the service requested.

When a PA request is modified, both the provider and the member are notified. The provider will be sent a decision notice letter. The decision notice letter will clearly indicate what is approved or what correction or additional information is needed to continue adjudicating the PA request. The member receives a [Notice of Appeal Rights](#) letter that includes a brief statement of the reason PA was modified and information on his or her right to a fair hearing. Only the *member, or authorized person acting on behalf of the member*, can appeal the modification.

Providers are required to discuss with the member the reasons a PA request was modified.

Providers have the following options when a PA request is approved with modification:

- Provide the service as authorized.
- Submit a request to amend the modified PA request. Additional supporting clinical documentation and medical justification must be included.
- Not provide the service.
- Provide the service as originally requested as a noncovered service.

If the member does not appeal the decision to modify the PA request or appeals the decision but the decision is upheld and the member chooses to receive the originally requested service anyway, the member may choose to receive the service(s) as a [noncovered service](#).

Providers may call [Provider Services](#) for clarification of why a PA request was modified.

## Sample Notice of Appeal Rights Letter

<Month DD, CCYY>  
 <sequence number>  
 <RecipName> Member Identification Number:  
 <RecipAddressLine1> <XXX-XX-XXXXXX>  
 <RecipAddressLine2> Local County or Tribal Agency  
 <RecipCity> <RecipStateZip> Telephone Number: <AgencyPhone>

<PROGRAM NAME> Notice of Appeal Rights

Appeal Date: <AppealDate>

In <PROGRAM NAME>, certain services and products must be reviewed and approved before payment can be made for them. This review process is called prior authorization (PA). The purposes of this letter are to notify you that <PROGRAM NAME> has either denied or modified a request for prior authorization of a service or product that was submitted on your behalf and to inform you of your right to appeal that decision.

Your provider <ProviderName> requested prior authorization for the following service(s):

Service Code	Modifier	Service Description	Unit	Dollar
XXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX
XXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX

<ServiceNN>

That prior authorization request, PA number <PANumber>, was reviewed by <PROGRAM NAME> medical consultants. Based on that review, the following services have been denied or modified as follows.

**Denied Services**

Service Code	Modifier	Service Description	Unit	Dollar
XXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX
XXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX

<DeniedServiceNN>

**Modified Services**

Service Code	Modifier	Service Description	Unit	Dollar
XXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX
XXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX

<ModifiedServiceNN>

<PROGRAM NAME>'s denial or modification of the services requested was made for the following reasons:

(Denial/modify code(s) will be inserted here)

<PROGRAM NAME> bases its decisions on criteria found in the Wisconsin Administrative Code. <PROGRAM NAME> may modify or deny a prior authorization request if one or more of the criteria are not supported by documentation submitted by your provider. The specific regulation(s) that supports the reason for the denial/modification of your provider's request for services is found in the following Wisconsin Administrative Code:

(Wis. Admin. Code Regulation(s) will be inserted here)

We have sent your provider the denied/modified prior authorization request. We encourage you to contact <Provider Name> to review the prior authorization request and the reasons for the decision.

### Your Rights and Responsibilities

You or your designated representative may appeal this decision in accordance with state and federal law within <RecipientDays> days. To file an appeal, you may do one of the following:

- 1) Call your local county or tribal agency at the telephone number listed on the first page of this letter for an appeal form and/or assistance in completing it.
- 2) Write a letter requesting an appeal to the Division of Hearings and Appeals at the following address:

Division of Hearings and Appeals  
Department of Administration  
PO Box 7875  
Madison WI 53707-7875

The appeal form or letter should include all of the following:

- The name, address, and telephone number of the <PROGRAM NAME> member for whom the appeal is being made.
- The member identification number.
- The prior authorization number <PANumber> of the denied/modified request.
- The reason you think the denial or modification of the prior authorization is wrong.

REMEMBER: You must mail or deliver your appeal to your local county or tribal agency or the Division of Hearings and Appeals so it is received by the <RecipientDays>-day deadline, which is <AppealDate>.

You will lose your right to an appeal if your request to appeal is not received by the local county or tribal agency or the Division of Hearings and Appeals by <AppealDate>.

If you file an appeal, you may expect the following to occur:

- The state Division of Health Care Access and Accountability will be required to explain, in writing, the reason(s) for the denial or modification of the services your provider requested. This explanation will be mailed to you.
- The Division of Hearings and Appeals will schedule a hearing to consider your appeal and will notify you of the time and place by mail. Hearings are generally held at your local county or tribal agency. You may want to ask your local county or tribal agency if there is free legal help available in your area.
- At that hearing, you (or you may choose a friend, relative, attorney, provider, etc., to represent you) will have an opportunity to explain your need for the service to a hearing officer. Division of Health Care Access and Accountability staff may also appear in person or participate by telephone.
- Based on all the information available, the hearing officer will make a decision on your appeal, notify you of the decision by mail, and advise you of any additional appeal rights.

Whether or not you appeal, <PROGRAM NAME> will pay for any services it has approved. After the hearing officer makes a decision on your appeal, <PROGRAM NAME> will continue to pay for the approved services plus any additional services the hearing officer directs <PROGRAM NAME> to pay.

If you need information about accommodation for a disability or for language translation, please call 1-608-266-3096 (voice) or 1-608-264-9853 (TTY) immediately so arrangements can be made. The staff at these numbers will not be able to provide you with information about the reasons for Wisconsin <PROGRAM NAME>'s decision to deny or modify the prior authorization request. These telephone numbers at the Division of Hearings and Appeals should only be used for questions about the hearing process.

F-11194 (10/08)

Topic #4737

## Returned Provider Review Letter Response Time

### Thirty Days to Respond to the Returned Provider Review Letter

ForwardHealth must receive the provider's response within 30 calendar days of the date on the returned provider review letter, whether the letter was sent to the provider by mail or through the ForwardHealth Portal. If the provider's response is received within 30 calendar days, ForwardHealth still considers the original receipt date on the PA (prior authorization) request when authorizing a grant date for the PA.

If ForwardHealth does not receive the provider's response within 30 calendar days of the date the returned provider review letter was sent, the PA status becomes inactive and the provider is required to submit a new PA request. This results in a later grant date if the PA request is approved. Providers will not be notified when their PA request status changes to inactive, but this information will be available on the Portal and through [WiCall](#).

If ForwardHealth receives additional information from the provider after the 30-day deadline has passed, a letter will be sent to the provider stating that the PA request is inactive and the provider is required to submit a new PA request.

Topic #427

## Returned Requests

A PA (prior authorization) request may be returned to the provider when forms are incomplete, inaccurate, or additional clinical information or corrections are needed. When this occurs, the provider will be sent a provider review letter.

### **Returned Provider Review Letter**

The returned provider review letter will indicate the PA number assigned to the request and will specify corrections or additional information needed on the PA request. Providers are required to make the corrections or supply the requested information in the space provided on the letter or attach additional information to the letter before mailing the letter to ForwardHealth. Providers can also correct PAs that have been placed in returned provider review status in the ForwardHealth Portal.

The provider's paper documents submitted with the PA request will not be returned to the provider when corrections or additional information are needed; however, X-rays and dental models will be returned once the PA is finalized.

Photographs submitted to ForwardHealth as additional supporting clinical documentation for PA requests will not be returned to providers and will be disposed of securely.

Therefore, providers are required to make a copy of their PA requests (including attachments and any supplemental information) before mailing the requests to ForwardHealth. The provider is required to have a copy on file for reference purposes if more information is required about the PA request.

*Note:* When changing or correcting the PA request, providers are reminded to revise or update the documentation retained in their records.

## Follow-Up to Decisions

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Topic #4738

### Amendment Decisions

ForwardHealth will make a decision regarding a provider's amendment request within 20 working days from the receipt of all the information necessary. The method ForwardHealth will use to communicate decisions regarding PA (prior authorization) amendment requests will depend on how the *PA request* was originally submitted (not how the amendment request was submitted) and whether the provider has a ForwardHealth Portal account:

- If the PA request was originally submitted via the Portal, the decision notice letter or returned amendment provider review letter will be sent to the provider via the Portal.
- If the PA request was originally submitted via mail or fax and the provider has a Portal account, the decision notice letter or returned amendment provider review letter will be sent to the provider via the Portal, as well as by mail.
- If the PA request was originally submitted via mail or fax and the provider does *not* have a Portal account, the decision notice letter or returned amendment provider review letter will be sent by mail to the address indicated in the provider's file as his or her PA address (or to the physical address if there is no PA address on file), *not* to the address the provider wrote on the PA request or amendment request.

Topic #431

### Amendments

Providers are required to use the [Prior Authorization Amendment Request \(F-11042 \(07/12\)\)](#) to amend an approved or modified PA (prior authorization) request.

ForwardHealth does not accept a paper amendment request submitted on anything other than the Prior Authorization Amendment Request. The Prior Authorization Amendment Request may be submitted through the ForwardHealth Portal as well as by [mail](#) or [fax](#). If ForwardHealth receives a PA amendment on a previous version of the Prior Authorization Amendment Request form, a letter will be sent to the provider stating that the provider is required to submit a new PA amendment request using the proper forms.

Examples of when providers may request an amendment to an approved or modified PA request include the following:

- To temporarily modify a member's frequency of a service when there is a short-term change in his or her medical condition.
- To change the rendering provider information when the billing provider remains the same.
- To change the member's ForwardHealth identification number.
- To add or change a procedure code.

*Note:* ForwardHealth recommends that, under most circumstances, providers should enddate the current PA request and submit a new one if there is a significant, long-term change in services required.

Topic #19043

### Prior Authorization Amendments for Behavioral Treatment

Additional examples of when behavioral treatment providers may request an amendment to an approved or modified PA request include the following:

- To temporarily modify a member's frequency of service when there is a short-term increase in his or her behavioral treatment POC (plan of care)
- To change the grant or expiration date
- To identify co-treatment
- To amend a PA end date beyond the original expiration date (An approved or modified PA request initially approved for less than 12 months may be amended for up to a total of 12 months if additional services are medically necessary.)
- When changing from the commercial procedure code set to the [Medicaid-allowable procedure code set](#) after a member's [commercial insurance benefits have been exhausted](#).

A request to amend the PA for behavioral treatment must include the following:

- The Prior Authorization Amendment Request (F-11042) form.
- The specific, requested changes (be as specific as possible).
- Documentation justifying the requested change. This may include the POC, a new written report of the member's evaluation, progress summary, etc.
- A corresponding prescription from a physician or medical professional, if needed.
- If the amendment request is to amend a PA end date beyond the original expiration date, an updated POC, progress summary, and updated behavioral treatment team (if there are changes in the team composition). The provider is required to include all documentation that was requested by ForwardHealth in the previous PA grant letter.

*Note:* Under most circumstances, providers should enddate the current PA request and submit a new one if there is a significant, long-term change in the services required.

ForwardHealth may approve a PA amendment request if the request is all of the following:

- Fully explained and documented. Clinical documentation of the medical necessity justifying the request is required.
- Medically necessary under Wis. Admin. Code § [DHS 101.03\(96m\)](#).
- Submitted before the date of the requested change.
- Submitted before the PA expires.
- Not solely for the convenience of the member, the member's family, or the provider.
- Not requested to allow for a vacation, missed appointments or treatment sessions, illness, or a leave of absence by the provider.

Topic #432

## Appeals

If a PA (prior authorization) request is denied or modified by ForwardHealth, only a member, or authorized person acting on behalf of the member, may file an appeal with the DHA (Division of Hearings and Appeals). Decisions that may be appealed include the following:

- Denial or modification of a PA request.
- Denial of a retroactive authorization for a service.

The member is required to file an appeal within 45 days of the date of the [Notice of Appeal Rights](#).

To file an appeal, members may complete and submit a [Request for Fair Hearing \(DHA-28 \(08/09\)\)](#) form.

Though providers cannot file an appeal, they are encouraged to remain in contact with the member during the appeal process. Providers may offer the member information necessary to file an appeal and help present his or her case during a fair hearing.

### Fair Hearing Upholds ForwardHealth's Decision

If the hearing decision upholds the decision to deny or modify a PA request, the DHA notifies the member and ForwardHealth in writing. The member may choose to receive the service (or in the case of a modified PA request, the originally requested service) as a noncovered service, not receive the service at all, or appeal the decision.

### Fair Hearing Overturns ForwardHealth's Decision

If the hearing decision overturns the decision to deny or modify the PA request, the DHA notifies ForwardHealth and the member. The letter includes instructions for the provider and for ForwardHealth.

If the DHA letter instructs the provider(s) to submit a claim for the service, each provider should submit the following to ForwardHealth after the service(s) has been performed:

- A paper claim with "HEARING DECISION ATTACHED" written in red ink at the top of the claim.
- A copy of the hearing decision.
- A copy of the denied PA request.

Providers are required to submit claims with hearing decisions to the following address:

ForwardHealth  
Specialized Research  
Ste 50  
313 Blettner Blvd  
Madison WI 53784

Claims with hearing decisions sent to any other address may not be processed appropriately.

If the DHA letter instructs the provider to submit a new PA request, the provider is required to submit the *new* PA request along with a copy of the hearing decision to the PA Unit at the following address:

ForwardHealth  
Prior Authorization  
Ste 88  
313 Blettner Blvd  
Madison WI 53784

ForwardHealth will then approve the PA request with the revised process date. The provider may then submit a claim following the usual claims submission procedures after providing the service(s).

### Financial Responsibility

If the member asks to receive the service *before* the hearing decision is made, the provider is required to notify the member before rendering the service that the member will be responsible for payment if the decision to deny or modify the PA request is upheld.

If the member accepts responsibility for payment of the service before the hearing decision is made, and if the appeal decision *upholds* the decision to deny or modify the PA request, the provider [may collect payment from the member](#) if certain conditions are met.

If the member accepts responsibility for payment of the service before the hearing decision is made, and if the appeal decision *overturns* the decision to deny or modify a PA request, the provider may submit a claim to ForwardHealth. If the provider collects payment from the member for the service before the appeal decision is overturned, the provider is required to refund the member for the *entire* amount of payment received from the member after the provider receives Medicaid's reimbursement.

Wisconsin Medicaid does not directly reimburse members.

### Sample Notice of Appeal Rights Letter

<Month DD, CCYY>  
 <sequence number>  
 <RecipName> Member Identification Number:  
 <RecipAddressLine1> <XXX-XX-XXXXXX>  
 <RecipAddressLine2> Local County or Tribal Agency  
 <RecipCity> <RecipStateZip> Telephone Number: <AgencyPhone>

<PROGRAM NAME> Notice of Appeal Rights

Appeal Date: <AppealDate>

In <PROGRAM NAME>, certain services and products must be reviewed and approved before payment can be made for them. This review process is called prior authorization (PA). The purposes of this letter are to notify you that <PROGRAM NAME> has either denied or modified a request for prior authorization of a service or product that was submitted on your behalf and to inform you of your right to appeal that decision.

Your provider <ProviderName> requested prior authorization for the following service(s):

Service Code	Modifier	Service Description	Unit	Dollar
XXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX
XXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX

<ServiceNN>

That prior authorization request, PA number <PANumber>, was reviewed by <PROGRAM NAME> medical consultants. Based on that review, the following services have been denied or modified as follows.

Denied Services

Service Code	Modifier	Service Description	Unit	Dollar
XXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX
XXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX

<DeniedServiceNN>

Modified Services

Service Code	Modifier	Service Description	Unit	Dollar
XXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX
XXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX

<ModifiedServiceNN>

<PROGRAM NAME>'s denial or modification of the services requested was made for the following reasons:

(Denial/modify code(s) will be inserted here)

<PROGRAM NAME> bases its decisions on criteria found in the Wisconsin Administrative Code. <PROGRAM NAME> may modify or deny a prior authorization request if one or more of the criteria are not supported by documentation submitted by your provider. The specific regulation(s) that supports the reason for the denial/modification of your provider's request for services is found in the following Wisconsin Administrative Code:

(Wis. Admin. Code Regulation(s) will be inserted here)

We have sent your provider the denied/modified prior authorization request. We encourage you to contact <Provider Name> to review the prior authorization request and the reasons for the decision.

### Your Rights and Responsibilities

You or your designated representative may appeal this decision in accordance with state and federal law within <RecipientDays> days. To file an appeal, you may do one of the following:

- 1) Call your local county or tribal agency at the telephone number listed on the first page of this letter for an appeal form and/or assistance in completing it.
- 2) Write a letter requesting an appeal to the Division of Hearings and Appeals at the following address:

Division of Hearings and Appeals  
Department of Administration  
PO Box 7875  
Madison WI 53707-7875

The appeal form or letter should include all of the following:

- The name, address, and telephone number of the <PROGRAM NAME> member for whom the appeal is being made.
- The member identification number.
- The prior authorization number <PANumber> of the denied/modified request.
- The reason you think the denial or modification of the prior authorization is wrong.

REMEMBER: You must mail or deliver your appeal to your local county or tribal agency or the Division of Hearings and Appeals so it is received by the <RecipientDays>-day deadline, which is <AppealDate>.

You will lose your right to an appeal if your request to appeal is not received by the local county or tribal agency or the Division of Hearings and Appeals by <AppealDate>.

If you file an appeal, you may expect the following to occur:

- The state Division of Health Care Access and Accountability will be required to explain, in writing, the reason(s) for the denial or modification of the services your provider requested. This explanation will be mailed to you.
- The Division of Hearings and Appeals will schedule a hearing to consider your appeal and will notify you of the time and place by mail. Hearings are generally held at your local county or tribal agency. You may want to ask your local county or tribal agency if there is free legal help available in your area.
- At that hearing, you (or you may choose a friend, relative, attorney, provider, etc., to represent you) will have an opportunity to explain your need for the service to a hearing officer. Division of Health Care Access and Accountability staff may also appear in person or participate by telephone.
- Based on all the information available, the hearing officer will make a decision on your appeal, notify you of the decision by mail, and advise you of any additional appeal rights.

Whether or not you appeal, <PROGRAM NAME> will pay for any services it has approved. After the hearing officer makes a decision on your appeal, <PROGRAM NAME> will continue to pay for the approved services plus any additional services the hearing officer directs <PROGRAM NAME> to pay.

If you need information about accommodation for a disability or for language translation, please call 1-608-266-3096 (voice) or 1-608-264-9853 (TTY) immediately so arrangements can be made. The staff at these numbers will not be able to provide you with information about the reasons for Wisconsin <PROGRAM NAME>'s decision to deny or modify the prior authorization request. These telephone numbers at the Division of Hearings and Appeals should only be used for questions about the hearing process.

F-11194 (10/08)

Topic #1106

## Enddating

Providers are required to use the [Prior Authorization Amendment Request \(F-11042 \(07/12\)\)](#) to enddate most PA (prior authorization) requests. ForwardHealth does not accept requests to enddate a PA request for any service, except drugs, on anything other than the Prior Authorization Amendment Request. PA for drugs may be enddated by using STAT-PA (Specialized Transmission Approval Technology-Prior Authorization) in addition to submitting a Prior Authorization Amendment Request.

Providers may submit a Prior Authorization Amendment Request on the ForwardHealth Portal, or by fax or mail.

If a request to enddate a PA is not submitted on the Prior Authorization Amendment Request, a letter will be sent to the provider stating that the provider is required to submit the request using the proper forms.

Examples of when a PA request should be enddated include the following:

- A member chooses to discontinue receiving prior authorized services.
- A provider chooses to discontinue delivering prior authorized services.

Examples of when a PA request should be enddated and a new PA request should be submitted include the following:

- There is an interruption in a member's continual care services.



- There is a change in the member's condition that warrants a long-term change in services required.
- The service(s) is no longer medically necessary.

Topic #4739

## Returned Amendment Provider Review Letter

If the amendment request needs correction or additional information, a returned amendment provider review letter will be sent. The letter will show how the PA (prior authorization) appears currently in the system and providers are required to respond by correcting errors identified on the letter. Providers are required to make the corrections or supply the requested information in the space provided on the letter or attach additional information to the letter before mailing the letter to ForwardHealth. Providers can also correct an amendment request that has been placed in returned provider review status in the ForwardHealth Portal.

ForwardHealth must receive the provider's response within 30 calendar days of the date the returned amendment provider review letter was sent. After 30 days the amendment request status becomes inactive and the provider is required to submit a new amendment request. The ForwardHealth interChange system will continue to use the original approved PA request for processing claims.

The provider's paper documents submitted with the amendment request will not be returned to the provider when corrections or additional information are needed; however, X-rays and dental models will be returned once the amendment request is finalized.

Photographs submitted to ForwardHealth as additional supporting clinical documentation for PA requests will not be returned to providers and will be disposed of securely.

Therefore, providers are required to make a copy of their amendment requests (including attachments and any supplemental information) before mailing the requests to ForwardHealth. The provider is required to have a copy on file for reference purposes if ForwardHealth requires more information about the amendment request.

*Note:* When changing or correcting the amendment request, providers are reminded to revise or update the documentation retained in their records.

Topic #5039

## Searching for Previously Submitted Prior Authorization Requests on the Portal

Providers will be able to search for all previously submitted PA (prior authorization) requests, regardless of how the PA was initially submitted. If the provider knows the PA number, he or she can enter the number to retrieve the PA information. If the provider does not know the PA number, he or she can search for a PA by entering information in one or more of the following fields:

- Member identification number.
- Requested start date.
- Prior authorization status.
- Amendment status.

If the provider does not search by any of the information above, providers will retrieve all their PA requests submitted to ForwardHealth.

## Forms and Attachments

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Topic #960

### An Overview

Depending on the service being requested, most PA (prior authorization) requests must be comprised of the following:

- The [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#), [PA/DRF \(Prior Authorization/Dental Request Form, F-11035 \(07/12\)\)](#), or [PA/HIAS1 \(Prior Authorization for Hearing Instrument and Audiological Services 1, F-11020 \(05/13\)\)](#).
- A service-specific PA attachment(s).
- Additional supporting clinical documentation.

Topic #446

### Attachments

In addition to the [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#), [PA/HIAS1 \(Prior Authorization for Hearing Instrument and Audiological Services 1, F-11020 \(05/13\)\)](#), or [PA/DRF \(Prior Authorization/Dental Request Form, F-11035 \(07/12\)\)](#), a service-specific PA (prior authorization) attachment must be submitted with each PA request. The PA attachment allows a provider to document the clinical information used to determine whether or not the standards of medical necessity are met for the requested service(s). Providers should include adequate information for ForwardHealth to make a reasonable judgment about the case.

ForwardHealth will scan each form with a barcode as it is received, which will allow greater efficiencies for processing PA requests.

Topic #19042

### Behavioral Treatment Benefit

All of the following must be included as part of the PA request for behavioral treatment:

- A completed PA/RF.
- A completed [PA/BTA \(Prior Authorization/Behavioral Treatment Attachment, F-01629 \(12/15\)\)](#).
- Documentation supporting the PA approval criteria.
- A prescription for behavioral treatment from a physician or medical provider authorized to prescribe.

#### Prior Authorization/Behavioral Treatment Attachment

The PA/BTA must be submitted with each PA request. The PA/BTA allows a provider to document the clinical information used to determine whether or not the standards of medical necessity are met for the requested service(s) and the proposed POC (plan of care). Providers are required to ensure that the PA/BTA is correct and complete; providers may only indicate "See attached" when the form or instructions indicate that this is a valid entry. When noting "See attached," the information requested on the PA/BTA must be easily located and adequately answered in the attached information. Providers should include adequate information for ForwardHealth to make a reasonable judgment about the case. The PA request will be returned if the attached information is unclear, incomplete, or difficult for a PA reviewer to locate.

Topic #447

## Obtaining Forms and Attachments

Providers may obtain paper versions of all PA (prior authorization) forms and attachments. In addition, providers may download and complete most PA attachments from the [ForwardHealth Portal](#).

### Paper Forms

Paper versions of all PA forms and PA attachments are available by writing to ForwardHealth. Include a return address, the name of the form, the form number (if applicable), and mail the request to the following address:

ForwardHealth  
Form Reorder  
313 Blettner Blvd  
Madison WI 53784

Providers may also call [Provider Services](#) to order paper copies of forms.

### Downloadable Forms

Most PA attachments can be downloaded and printed in their original format from the Portal. Many forms are available in fillable PDF (Portable Document Format) and fillable Microsoft® Word formats.

### Web Prior Authorization Via the Portal

Certain providers may complete the [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#) and PA attachments through the Portal. Providers may then print the PA/RF (and in some cases the PA attachment), and send the PA/RF, service-specific PA attachments, and any supporting documentation on paper by mail or fax to ForwardHealth.

Topic #448

## Prior Authorization Request Form

The [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#) is used by ForwardHealth and is mandatory for most providers when requesting PA (prior authorization). The PA/RF serves as the cover page of a PA request.

Providers are required to complete the basic provider, member, and service information on the PA/RF. Each PA request is assigned a unique ten-digit number. ForwardHealth remittance information will report to the provider the PA number used to process the claim for prior authorized services.

Topic #19044

## Prior Authorization Request Form Completion Instructions for Behavioral Treatment Services

A [sample PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#) for behavioral treatment services is available. The information presented in the sample is for illustrative purposes only and does not constitute guidance from ForwardHealth regarding specific entries that a provider should make on a PA/RF for a specific PA (prior authorization) request for a specific member.

ForwardHealth requires certain information to enable the programs to authorize and pay for medical services provided to eligible members.

ForwardHealth members are required to give providers full, correct, and truthful information for the submission of correct and complete claims for reimbursement. Per Wis. Admin. Code § [DHS 104.02\(4\)](#), this information should include, but is not limited to, information concerning enrollment status, name, address, and member ID number.

Under Wis. Stat. § [49.45\(4\)](#), personally identifiable information about program applicants and members is confidential and is used for purposes directly related to ForwardHealth administration such as determining eligibility of the applicant, processing PA requests, or processing provider claims for reimbursement. The use of the PA/RF is mandatory to receive PA of certain items. Failure to supply the information requested by the form may result in denial of PA or payment for the service.

Providers should make duplicate copies of all paper documents mailed to ForwardHealth. Providers may submit the PA/RF and other required documentation via the ForwardHealth Portal, by fax to ForwardHealth at 608-221-8616, or by mail to the following address:

ForwardHealth  
Prior Authorization  
Ste 88  
313 Blettner Blvd  
Madison WI 53784

The provision of services that are greater than or significantly different from those authorized may result in nonpayment of the billing claim(s).

### SECTION I — PROVIDER INFORMATION

#### Element 1 — HealthCheck "Other Services"

Enter an "X" in the box next to HealthCheck "Other Services" if the services requested on the PA/RF are for HealthCheck "Other Services." The provider is required to select HealthCheck "Other Services" when requesting comprehensive behavioral treatment.

#### Element 2 — Process Type

Enter process type "142" for behavioral treatment. The process type is a three-digit code used to identify a category of service requested.

#### Element 3 — Telephone Number — Billing Provider

Enter the telephone number, including the area code, of the office, clinic, facility, or place of business of the billing provider.

#### Element 4 — Name and Address — Billing Provider

Enter the Medicaid-enrolled behavioral treatment provider's name and complete address (street, city, state, and ZIP+4 code). Providers are required to include both the ZIP code and four-digit extension for timely and accurate billing. The name listed in this element must correspond with the billing provider number listed in Element 5a.

#### Element 5a — Billing Provider Number

Enter the NPI (National Provider Identifier) of the billing provider. The NPI in this element must correspond with the Medicaid-enrolled behavioral treatment provider's name listed in Element 4.

#### Element 5b — Billing Provider Taxonomy Code

Enter the national 10-digit alphanumeric taxonomy code that corresponds to the NPI of the billing provider in Element 5a.

#### Element 6a — Name — Prescribing/Referring/Ordering Provider

Enter the prescribing medical provider's name. This is the name of the Medicaid-enrolled medical provider writing the prescription for behavioral treatment. The prescribing, referring, or ordering provider whose information is submitted on the PA request or claim for behavioral treatment services must match the prescribing provider on the prescription for behavioral treatment services.

#### Element 6b — National Provider Identifier — Prescribing/Referring/Ordering Provider

Enter the prescriber's 10-digit NPI. The NPI in this element must correspond with the provider's name listed in Element 6a.

### SECTION II — MEMBER INFORMATION

**Element 7 — Member Identification Number**

Enter the member ID. Do not enter any other numbers or letters. Use the ForwardHealth ID card or Wisconsin's EVS (Enrollment Verification System) to obtain the correct number.

**Element 8 — Date of Birth — Member**

Enter the member's date of birth in MM/DD/CCYY format.

**Element 9 — Address — Member**

Enter the complete address of the member's place of residence, including the street, city, state, and ZIP code.

**Element 10 — Name — Member**

Enter the member's last name, followed by his or her first name and middle initial. Use the EVS to obtain the correct spelling of the member's name. If the name or spelling of the name on the ForwardHealth card and the EVS do not match, use the spelling from the EVS.

**Element 11 — Gender — Member**

Enter an "X" in the appropriate box to specify male or female.

**SECTION III — DIAGNOSIS / TREATMENT INFORMATION****Element 12 — Diagnosis — Primary Code and Description**

Enter the appropriate ICD (International Classification of Diseases) diagnosis code and description with the greatest level of specificity most relevant to the service/procedure requested. The ICD diagnosis code must correspond with the ICD description.

**Element 13 — Start Date — SOI (not required)****Element 14 — First Date of Treatment — SOI (not required)****Element 15 — Diagnosis — Secondary Code and Description**

Enter the appropriate secondary ICD diagnosis code and description with the greatest level of specificity most relevant to the service/procedure requested, if applicable. The ICD diagnosis code must correspond with the ICD description.

**Element 16 — Requested PA Start Date**

Enter the requested start date for service(s) in MM/DD/CCYY format.

**Element 17 — Rendering Provider Number**

Enter the NPI of the provider who will be performing the service, **only** if the NPI is different from the NPI of the billing provider listed in Element 5a. The rendering provider is required to be a Medicaid-enrolled behavioral treatment provider.

**Element 18 — Rendering Provider Taxonomy Code**

Enter the national 10-digit alphanumeric taxonomy code that corresponds to the provider who will be performing the service, **only** if this code is different from the taxonomy code listed for the billing provider in Element 5b.

**Element 19 — Service Code**

Enter the appropriate CPT (Current Procedural Terminology) code or HCPCS (Healthcare Common Procedure Coding System) code for each service/procedure/item requested using the procedure code set that is allowable for the member's **primary insurance**.

If the member has Medicaid only (including Medicaid HMO only), the allowable procedure code is 0365T (Adaptive behavior treatment by protocol, administered by technician, face-to-face with one patient; each additional 30 minutes of technician time).

To simplify the PA submission process, providers may request all direct treatment units for CPT codes 0364T, 0365T, 0368T, and 0369T by including the cumulative total of requested treatment units as a single line item, using a single code (0365T).

*Note:* Direct treatment units submitted on claims using any of these CPT codes will be deducted from the cumulative total of approved treatment units.

**Family Treatment Guidance**

Family treatment guidance services must be requested as a separate line item on the PA/RF using CPT procedure code 0370T.

**Team Meeting**

Team meeting services must be requested on a separate line item on the PA/RF using CPT procedure code 0370T.

**Element 20 — Modifiers**

Enter the modifier corresponding to the level of service requested using the modifiers required by the member's **primary insurance**.

If the member has Medicaid only (including Medicaid HMO only), use the following modifier(s):

- Comprehensive Behavioral Treatment (modifier TG).
- Focused Behavioral Treatment (modifier TF).
- Team Meeting (modifier AM). Modifier AM is used **only** with procedure code 0370T when 0370T is used to indicate team meetings. Do not use modifier AM with procedure code 0370T when it is used to indicate family treatment guidance.

**Element 21 — POS**

Enter the appropriate POS (place of service) code designating where the requested service will be provided. If the service will be provided in more than one place, the provider should list the POS code that reflects the place that the majority of the service will be provided.

**Element 22 — Description of Service**

Enter a written description of the allowable procedure code that corresponds to the procedure code listed in Element 19 for each service requested. Also indicate the **number of weeks** for

which the service is requested.

**Element 23 — QR (quantity requested)**

Enter the appropriate quantity (e.g., number of units) requested for the procedure code listed in Element 19.

**Element 24 — Charge**

Enter the provider's usual and customary charge for each service/procedure/item requested. If the quantity requested (Element 23) is greater than "1.0," multiply the quantity by the charge for each service/procedure/item requested. Enter that total amount in this element.

*Note:* The charges indicated on the request form should reflect the provider's usual and customary charge for the procedure requested. Providers are reimbursed for authorized services according to provider *Terms of Reimbursement* issued by DHS (Department of Health Services).

**Element 25 — Total Charges**

Enter the anticipated total charges for this request.

**Element 26 — Signature — Requesting Provider**

The original signature of the provider (first and last name) requesting this service must appear in this element.

**Element 27 — Date Signed**

Enter the month, day, and year the PA/RF was signed (in MM/DD/CCYY format).

Sample PA/RF for Behavioral Treatment Services

DEPARTMENT OF HEALTH SERVICES ForwardHealth F-11018 (05/13)				STATE OF WISCONSIN DHS 106.03(4), Wis. Admin. Code DHS 152.06(3)(h), 153.06(3)(g), 154.06(3)(g), Wis. Admin. Code						
<b>FORWARDHEALTH PRIOR AUTHORIZATION REQUEST FORM (PA/RF)</b>										
Providers may submit prior authorization (PA) requests by fax to ForwardHealth at (608) 221-8616 or by mail to: ForwardHealth, Prior Authorization, Suite 88, 313 Blethner Boulevard, Madison, WI 53784. <b>Instructions:</b> Type or print clearly. Before completing this form, read the service-specific Prior Authorization Request Form (PA/RF) Completion Instructions.										
<b>SECTION I — PROVIDER INFORMATION</b>										
1. Check only if applicable <input checked="" type="checkbox"/> HealthCheck "Other Services" <input type="checkbox"/> Wisconsin Chronic Disease Program (WCDP)		2. Process Type 142		3. Telephone Number — Billing Provider (555) 555-5555						
4. Name and Address — Billing Provider (Street, City, State, ZIP+4 Code) I.M. BILLING PROVIDER 609 WILLOW ST ANYTOWN WI 55555-1234				5a. Billing Provider Number 0222222220		5b. Billing Provider Taxonomy Code 123456789X				
6a. Name — Prescribing / Referring / Ordering Provider I.M. ORDERING PROVIDER				6b. National Provider Identifier — Prescribing / Referring / Ordering Provider 0333333330						
<b>SECTION II — MEMBER INFORMATION</b>										
7. Member Identification Number 1234567890		8. Date of Birth — Member MM/DD/CCYY		9. Address — Member (Street, City, State, ZIP Code) 322 RIDGE ST ANYTOWN WI 55555						
10. Name — Member (Last, First, Middle Initial) MEMBER, IM A			11. Gender — Member <input type="checkbox"/> Male <input checked="" type="checkbox"/> Female							
<b>SECTION III — DIAGNOSIS / TREATMENT INFORMATION</b>										
12. Diagnosis — Primary Code and Description xxxxx — xxxxxxxxxxxxxxxxxxxxxx				13. Start Date — SOI		14. First Date of Treatment — SOI				
15. Diagnosis — Secondary Code and Description				16. Requested PA Start Date MM/DD/CCYY						
17. Rendering Provider Number	18. Rendering Provider Taxonomy Code	19. Service Code	20. Modifiers				21. POS	22. Description of Service	23. QR	24. Charge
			1	2	3	4				
044444440	123456789X	0365T	TG				12	Adaptive behavior treatment, 26 wks	130	XXX.XX
044444440	123456789X	0370T	TG				12	Family guidance, 26 wks		XXX.XX
044444440	123456789X	0370T	TG	AM			12	Team meeting, 26 wks		XXX.XX
An approved authorization does not guarantee payment. Reimbursement is contingent upon enrollment of the member and provider at the time the service is provided and the completeness of the claim information. Payment will not be made for services initiated prior to approval or after the authorization expiration date. Reimbursement will be in accordance with ForwardHealth payment methodology and policy. If the member is enrolled in a BadgerCare Plus Managed Care Program at the time a prior authorized service is provided, ForwardHealth reimbursement will be allowed only if the service is not covered by the Managed Care Program.									25. Total Charges	XXXX.XX
26. SIGNATURE — Requesting Provider I.M. Provider									27. Date Signed MM/DD/CCYY	

Topic #449

## Supporting Clinical Documentation

Certain PA (prior authorization) requests may require additional supporting clinical documentation to justify the medical necessity for a service(s). Supporting documentation may include, but is not limited to, X-rays, photographs, a physician's prescription, clinical reports, and other materials related to the member's condition.

All supporting documentation submitted with a PA request must be clearly labeled and identified with the member's name and member identification number. Securely packaged X-rays and dental models will be returned to providers.

Photographs submitted to ForwardHealth as additional supporting clinical documentation for PA requests will not be returned to providers and will be disposed of securely.

Topic #3759

## **Utilizing Medical Record Documentation**

Providers may submit selected existing medical documentation with a PA (prior authorization) request in lieu of writing the same required information on the PA attachment.

For example, as supportive documentation, the current treatment plan could be attached rather than rewritten on the PA attachment. In this case, the provider should write, "See attached treatment plan dated MM/DD/YY" in the element requesting the current treatment plan on the PA attachment.

## General Information

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Topic #4402

### An Overview

The PA (prior authorization) review process includes both a clerical review and a clinical review. The PA request will have one of the statuses detailed in the following table.

Prior Authorization Status	Description
Approved	The PA request was approved.
Approved with Modifications	The PA request was approved with modifications to what was requested.
Denied	The PA request was denied.
Returned — Provider Review	The PA request was returned to the provider for correction or for additional information.
Pending — Fiscal Agent Review	The PA request is being reviewed by the Fiscal Agent.
Pending — Dental Follow-up	The PA request is being reviewed by a Fiscal Agent dental specialist.
Pending — State Review	The PA request is being reviewed by the State.
Suspend — Provider Sending Information	The PA request was submitted via the ForwardHealth Portal and the provider indicated they will be sending additional supporting information on paper.
Inactive	The PA request is inactive due to no response within 30 days to the returned provider review letter and cannot be used for PA or claims processing.

Topic #434

### Communication with Members

ForwardHealth recommends that providers inform members that PA (prior authorization) is required for certain specified services *before* delivery of the services. Providers should also explain that, if required to obtain PA, they will be submitting member records and information to ForwardHealth on the member's behalf. Providers are required to keep members informed of the PA request status throughout the *entire* PA process.

#### Member Questions

A member may call [Member Services](#) to find out whether or not a PA request has been submitted and, if so, when it was received by ForwardHealth. The member will be advised to contact the provider if more information is needed about the status of an individual PA request.

Topic #435

### Definition

PA (prior authorization) is the electronic or written authorization issued by ForwardHealth to a provider prior to the provision of a service. In most cases, providers are required to obtain PA *before* providing services that require PA. When granted, a PA request is approved for a specific period of time and specifies the type and quantity of service allowed.

Topic #5098

### Designating an Address for Prior Authorization Correspondence

Correspondence related to PA (prior authorization) will be sent to the practice location address on file with ForwardHealth unless the provider designates a separate address for receipt of PA correspondence. This policy applies to all PA correspondence, including decision notice letters, returned provider review letters, returned amendment provider letters, and returned supplemental documentation such as X-rays and dental models.

Photographs submitted to ForwardHealth as additional supporting clinical documentation for PA requests will not be returned to providers and will be disposed of securely.

Providers may designate a separate address for PA correspondence using the [demographic maintenance tool](#).

Topic #4383

### Prior Authorization Numbers

Upon receipt of the [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#), ForwardHealth will assign a PA (prior authorization) number to each PA request.

The PA number consists of 10 digits, containing valuable information about the PA (e.g., the date the PA request was received by ForwardHealth, the medium used to submit the PA request).

Each PA request is assigned a unique PA number. This number identifies valuable information about the PA. The following table provides detailed information about interpreting the PA number.

Type of Number and Description	Applicable Numbers and Description
<b>Media</b> — One digit indicates media type.	Digits are identified as follows: 1 = paper; 2 = fax; 3 = STAT-PA (Specialized Transmission Approval Technology-Prior Authorization); 4 = STAT-PA; 5 = Portal; 6 = Portal; 7 = NCPDP (National Council for Prescription Drug Programs) transaction or 278 (278 Health Care Services Review - Request for Review and Response) transaction; 9 = eviCore healthcare
<b>Year</b> — Two digits indicate the year ForwardHealth received the PA request.	For example, the year 2008 would appear as 08.
<b>Julian date</b> — Three digits indicate the day of the year, by Julian date, that ForwardHealth received the PA request.	For example, February 3 would appear as 034.
<b>Sequence number</b> — Four digits indicate the sequence number.	The sequence number is used internally by ForwardHealth.

Topic #436

## Reasons for Prior Authorization

Only about four percent of all services covered by Wisconsin Medicaid require PA (prior authorization). PA requirements vary for different types of services. Refer to ForwardHealth publications and [DHS 107](#), Wis. Admin. Code, for information regarding services that require PA. According to [DHS 107.02\(3\)\(b\)](#), Wis. Admin. Code, PA is designed to do the following:

- Safeguard against unnecessary or inappropriate care and services.
- Safeguard against excess payments.
- Assess the quality and timeliness of services.
- Promote the most effective and appropriate use of available services and facilities.
- Determine if less expensive alternative care, services, or supplies are permissible.
- Curtail misutilization practices of providers and members.

PA requests are processed based on criteria established by the DHS (Department of Health Services).

Providers should not request PA for services that do not require PA simply to determine coverage or establish a reimbursement rate for a manually priced procedure code. Also, new technologies or procedures do not necessarily require PA. PA requests for services that do not require PA are typically returned to the provider. Providers having difficulties determining whether or not a service requires PA may call [Provider Services](#).

Topic #437

## Referrals to Out-of-State Providers

PA (prior authorization) may be granted to out-of-state providers when nonemergency services are necessary to help a member attain or regain his or her health and ability to function independently. The PA request may be approved only when the services are not reasonably accessible to the member in Wisconsin.

Out-of-state providers are required to meet ForwardHealth's guidelines for PA approval. This includes sending PA requests, required attachments, and supporting documentation to ForwardHealth before the services are provided.

*Note:* Emergency services provided out-of-state do not require PA; however, claims for such services must include appropriate documentation (e.g., anesthesia report, medical record) to be considered for reimbursement. Providers are required to submit claims with supporting documentation on paper.

When a Wisconsin Medicaid provider refers a member to an out-of-state provider, the referring provider should instruct the out-of-state provider to go to the [Provider Enrollment Information home page](#) on the ForwardHealth Portal to complete a Medicaid Out-of-State Provider Enrollment Application.

All out-of-state nursing homes, regardless of location, are required to obtain PA for all services. All other out-of-state non-border-status providers are required to obtain PA for all nonemergency services except for home dialysis supplies and equipment.

Topic #438

## Reimbursement Not Guaranteed

Wisconsin Medicaid may decline to reimburse a provider for a service that has been prior authorized if one or more of the following program requirements is not met:

- The service authorized on the approved PA (prior authorization) request is the service provided.
- The service is provided within the grant and expiration dates on the approved PA request.
- The member is eligible for the service on the date the service is provided.
- The provider is enrolled in Wisconsin Medicaid on the date the service is provided.
- The service is billed according to service-specific claim instructions.
- The provider meets other program requirements.



Providers may not [collect payment](#) from a member for a service requiring PA under any of the following circumstances:

- The provider failed to seek PA before the service was provided.
- The service was provided before the PA grant date or after the PA expiration date.
- The provider obtained PA but failed to meet other program requirements.
- The service was provided before a decision was made, the member did not accept responsibility for the payment of the service before the service was provided, and the PA was denied.

There are [certain situations](#) when a provider may collect payment for services in which PA was denied.

## Other Health Insurance Sources

Providers are encouraged, but not required, to request PA from ForwardHealth for covered services that require PA when members have other health insurance coverage. This is to allow payment by Wisconsin Medicaid for the services provided in the event that the other health insurance source denies or recoups payment for the service. If a service is provided before PA is obtained, ForwardHealth will not consider backdating a PA request solely to enable the provider to be reimbursed.

Topic #1268

## Sources of Information

Providers should verify that they have the most current sources of information regarding PA (prior authorization). It is critical that providers and staff have access to these documents:

- Wisconsin Administrative Code: Chapters [DHS 101 through DHS 109](#) are the rules regarding Medicaid administration.
- Wisconsin Statutes: Sections [49.43 through 49.99](#) provide the legal framework for Wisconsin Medicaid.
- ForwardHealth Portal: The Portal gives the latest policy information for all providers, including information about Medicaid managed care enrollees.

Topic #812

## Status Inquiries

Providers may inquire about the status of a PA (prior authorization) request through one of the following methods:

- Accessing [WiCall](#), ForwardHealth's AVR (Automated Voice Response) system.
- Calling [Provider Services](#).

Providers should have the 10-digit PA number available when making inquiries.

## Grant and Expiration Dates

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Topic #439

### Backdating

Backdating an initial PA (prior authorization) request or SOI (spell of illness) to a date prior to ForwardHealth's initial receipt of the request may be allowed in limited circumstances.

A request for backdating may be approved if all of the following conditions are met:

- The provider specifically requests backdating in writing on the PA or SOI request.
- The request includes clinical justification for beginning the service before PA or SOI was granted.
- The request is received by ForwardHealth within 14 calendar days of the start of the provision of services.

Topic #19057

Behavioral treatment providers may request PA back to the date of eligibility for members who receive retroactive enrollment in Wisconsin Medicaid or BadgerCare Plus. However, services will not be authorized for dates prior to the date the member's medical provider prescribed or ordered the services. Providers are required to submit a PA request and receive approval from ForwardHealth before submitting a claim for behavioral treatment services.

Topic #440

### Expiration Date

The expiration (end) date of an approved or modified PA (prior authorization) request is the date through which services are prior authorized. PA requests are granted for varying periods of time. Expiration dates may vary and do not automatically expire at the end of the month or calendar year. In addition, providers may request a specific expiration date. Providers should carefully review all approved and modified PA requests and make note of the expiration dates.

Topic #441

### Grant Date

The grant (start) date of an approved or modified PA (prior authorization) request is the first date in which services are prior authorized and will be reimbursed under this PA number. On a PA request, providers may request a specific date that they intend services to begin. If no grant date is requested or the grant date is illegible, the grant date will typically be the date the PA request was reviewed by ForwardHealth.

Topic #19058

### Behavioral Treatment Services

The requested start date for behavioral treatment services on PA requests cannot precede the date of the medical examination, diagnostic evaluation, or prescription from a physician or medical provider authorized to write a prescription (e.g., a nurse practitioner or physician assistant).

Services provided prior to the PA start date or after the PA end date are not considered authorized and will not be covered.

Topic #442

### Renewal Requests

To prevent a lapse in coverage or reimbursement for ongoing services, all renewal PA (prior authorization) requests (i.e., subsequent PA requests for ongoing services) must be received by ForwardHealth *prior to the expiration date* of the previous PA request. Each provider is solely responsible for the timely submission of PA request renewals. Renewal requests will not be backdated for continuation of ongoing services.

## Member Eligibility Changes

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Topic #443

### Loss of Enrollment During Treatment

Some covered services consist of sequential treatment steps, meaning more than one office visit or service is required to complete treatment.

In most cases, if a member loses enrollment midway through treatment, or at any time between the grant and enddates, Wisconsin Medicaid will *not* reimburse services (including prior authorized services) provided during an enrollment lapse. Providers should not assume Wisconsin Medicaid covers completion of services after the member's enrollment has been terminated.

To avoid potential reimbursement problems when a member loses enrollment during treatment, providers should follow these procedures:

- Ask to see the member's ForwardHealth identification card to verify the member's enrollment or consult Wisconsin's EVS (Enrollment Verification System) before the services are provided at each visit.
- When the PA (prior authorization) request is approved, verify that the member is still enrolled and eligible to receive the service before providing it. An approved PA request does not guarantee payment and is subject to the enrollment of the member.

Members are financially responsible for any services received after their enrollment has ended. If the member wishes to continue treatment, it is a decision between the provider and the member whether the service should be given and how payment will be made for the service.

To avoid misunderstandings, providers should remind members that they are financially responsible for any continued care after their enrollment ends.

Topic #445

### Retroactive Enrollment

If a service(s) that requires PA (prior authorization) was performed during a member's [retroactive enrollment](#) period, the provider is required to submit a PA request and receive approval from ForwardHealth *before* submitting a claim. For a PA request submitted on paper, indicate the words "RETROACTIVE ENROLLMENT" at the top of the PA request along with a written description explaining that the service was provided at a time when the member was retroactively enrolled under "Description of Service." Also include the actual date(s) the service(s) was provided. For a PA request submitted via the ForwardHealth Portal, indicate the words "RETROACTIVE ENROLLMENT" along with a description explaining that the service was provided at a time when the member was retroactively eligible under the "Service Code Description" field or include additional supporting documentation. Also include the actual date(s) the service(s) was provided.

If the member was retroactively enrolled, and the PA request is approved, the service(s) may be reimbursable, and the earliest effective date of the PA request will be the date the member receives retroactive enrollment. If the PA request is denied, the provider will not be reimbursed for the service(s). Members have the right to appeal the decision to deny a PA request.

If a member requests a service that requires PA before his or her retroactive enrollment is determined, the provider should explain to the member that he or she may be liable for the full cost of the service if retroactive enrollment is not granted and the PA request is not approved. This should be documented in the member's record.

## Review Process

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Topic #450

### Clerical Review

The first step of the PA (prior authorization) request review process is the clerical review. The provider, member, diagnosis, and treatment information indicated on the [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#), [PA/HIAS1 \(Prior Authorization for Hearing Instrument and Audiological Services 1, F-11020 \(05/13\)\)](#), and [PA/DRF \(Prior Authorization/Dental Request Form, F-11035 \(07/12\)\)](#) forms is reviewed during the clerical review of the PA request review process. The following are examples of information verified during the clerical review:

- Billing and/or rendering provider number is correct and corresponds with the provider's name.
- Provider's name is spelled correctly.
- Provider is Medicaid-enrolled.
- Procedure codes with appropriate modifiers, if required, are covered services.
- Member's name is spelled correctly.
- Member's identification number is correct and corresponds with the member's name.
- Member enrollment is verified.
- All required elements are complete.
- Forms, attachments, and additional supporting clinical documentation are signed and dated.
- A current physician's prescription for the service is attached, if required.

Clerical errors and omissions are responsible for the majority of PA requests that are returned to providers for correction or additional information. Since having to return a PA request for corrections or additional information can delay approval and delivery of services to a member, providers should ensure that all clerical information is correctly and completely entered on the PA/RF, PA/DRF, or PA/HIAS1.

If clerical errors are identified, the PA request is returned to the provider for corrections before undergoing a clinical review. One way to reduce the number of clerical errors is to complete and submit PA/RFs through Web PA.

Topic #451

### Clinical Review

Upon verifying the completeness and accuracy of clerical items, the PA (prior authorization) request is reviewed to evaluate whether or not each service being requested meets Wisconsin Medicaid's definition of "medically necessary" as well as other criteria.

The PA attachment allows a provider to document the clinical information used to determine whether the standards of medical necessity are met for the requested service. Wisconsin Medicaid considers certain factors when determining whether to approve or deny a PA request pursuant to [DHS 107.02\(3\)\(c\)](#), Wis. Admin. Code.

It is crucial that a provider include adequate information on the PA attachment so that the ForwardHealth consultant performing the clinical review can determine that the service(s) being requested meets all the elements of Wisconsin Medicaid's definition of "medically necessary", including elements that are not strictly medical in nature. Documentation must provide the justification for the service requested specific to the member's current condition and needs. Pursuant to [DHS 101.03\(96m\)](#), Wis. Admin. Code, "medically necessary" is a service under ch. DHS 107 that meets certain criteria.

### Determination of Medical Necessity

The definition of "medically necessary" is a legal definition identifying the standards that must be met for approval of the service. The definition imposes parameters and restrictions that are both medical and nonmedical.

The determination of medical necessity is based on the documentation submitted by the provider. For this reason, it is essential that documentation is submitted completely and accurately and that it provides the justification for the service requested, specific to the member's current condition and needs. To be approved, a PA request must meet all of the standards of medical necessity including those that are not strictly medical in nature.

To determine if a requested service is medically necessary, ForwardHealth consultants obtain direction and/or guidance from multiple resources including:

- Federal and state statutes.
- Wisconsin Administrative Code.
- PA guidelines set forth by the DHS (Department of Health Services).
- Standards of practice.
- Professional knowledge.
- Scientific literature.

## Services Requiring Prior Authorization

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Topic #19060

### Prior Authorization Coding Guidance

All direct treatment hours (represented by [CPT \(Current Procedural Terminology\) codes](#) 0364T, 0365T, 0368T, and 0369T) for behavioral treatment must be requested as a single lump sum using CPT code 0365T (Adaptive behavior treatment by protocol, administered by technician, face-to-face with one patient; each additional 30 minutes of technician time [List separately in addition to code for primary procedure]). Family adaptive behavior treatment guidance hours must be requested separately using CPT code 0370T (Family adaptive behavior treatment guidance, administered by physician or other qualified health care professional [without the patient present]).

Topic #19059

### Prior Authorization Requirements for Behavioral Treatment Services

Comprehensive behavioral treatment, focused behavioral treatment, behavioral treatment with protocol modification, family treatment guidance, and team meetings all require PA (prior authorization).

Only licensed supervisors may be listed as the billing or rendering provider on a PA request. The renderer listed on the [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#) must match the supervising professional in the POC (plan of care).

Providers should submit a POC consistent with their clinical recommendations for the member. The treatment hours requested on the PA/RF should reflect the number of weekly treatment hours that will be provided, based on member and staff availability. ForwardHealth may approve the plan as requested or may approve a lesser level of service than requested based on the documentation submitted. ForwardHealth will deny PA requests that do not meet approval criteria or that do not establish medical necessity for the requested service.

PA requirements for covered services within the following categories are included below.

#### Comprehensive Behavioral Treatment

All comprehensive treatment activities require an approved PA request. The comprehensive treatment approach must have adequate research evidence indicating its effectiveness for individuals comparable to the member (e.g., age, diagnostic status, behavioral and cognitive characteristics). For members with autism, current evidenced-based comprehensive treatment modalities include ABA (Applied Behavior Analysis) and ESDM (Early Start Denver Model). Comprehensive treatment may continue to be authorized as long as the provider demonstrates the medical necessity of the proposed services for the member via the PA request process.

#### Focused Behavioral Treatment

All focused treatment activities require an approved PA request. The focused treatment approach must have adequate research evidence indicating its effectiveness for individuals comparable to the member (e.g., age, diagnostic status, behavioral and cognitive characteristics) and must fall within the scope of practice of the requesting provider's training and credentials. Focused treatment will typically not be authorized for more than 12 continuous months per episode of treatment for the goals specified in the member's POC. Through the PA process, the provider is required to document the rationale for continued treatment beyond 12 months for a single treatment goal or set of treatment goals for a member. Focused treatment may be authorized for additional episodes of treatment for a different set of goals, as long as the provider demonstrates medical necessity for the proposed services via the PA approval process.

#### Team Meetings

Team meetings must be prior authorized by ForwardHealth. Team meeting services are requested on the PA/RF with procedure code 03070T and modifier AM on a separate line item.

#### Family Treatment Guidance

Family treatment guidance must be prior authorized by ForwardHealth. Family treatment guidance is requested on the PA/RF with procedure code 0370T and modifier TG or TF, as appropriate on a separate line item.

Topic #20477

### Prior Authorization Requirements for Members Under Age 6

In order to expedite early intervention for young children, ForwardHealth allows simplified requirements for comprehensive behavioral treatment PA requests for members who have not yet reached 6 years of age, the age of mandatory school attendance. Providers are expected to conduct a behavior identification assessment, which is reimbursable without PA (prior authorization), in order to identify target behaviors and develop an appropriate POC (plan of care) for the member. The PA requirements include:

- Initial and amendment PA requests must be submitted before the member's sixth birthday.
- ForwardHealth will authorize up to 30 hours per week through the member's third birthday and up to 40 hours per week thereafter.
- PA requests will be approved for no more than six months per authorization. The PA may be amended to add up to six additional months (12 months total).
- Approval criteria for initial PA requests will be modified for children under age 6. The following information will be required:
  - A [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#).
  - Diagnostic evaluation or, if not available, the provider's attestation that the member has been diagnosed with an autism spectrum disorder by a qualified professional.
  - A POC consistent with current requirements that covers all DOS (dates of service) in the authorization period. The POC must include family/caregiver goals and behavior reduction goals, when needed.
  - Documentation of a medical evaluation within the past 12 months.
  - A prescription consistent with current requirements that covers all DOS in the authorization period.
  - The provider's initial assessment of the member, which must be retained on file and consistent with current requirements.

- o Additional information, including the initial assessment, that will be requested only when required to establish the medical necessity of the PA request.
- Approval criteria for PA amendment requests and subsequent PA requests must include the following:
  - o A [Prior Authorization Amendment Request](#) or PA/RF.
  - o A POC consistent with current requirements that covers all DOS in the authorization period. The POC must include family/caregiver goals and behavior reduction goals, when needed.
  - o Documentation of a medical evaluation within the past 12 months. If the medical evaluation submitted with the previous PA request occurred within the past 12 months, an update is not required prior to submission. However, an updated evaluation must be maintained in the member's file.
  - o An updated prescription consistent with current requirements that covers all DOS in the authorization period. If the prescription submitted with the previous PA request covers all dates in the current PA request, an update is not required prior to submission. However, an updated prescription must be maintained in the member's file.
  - o A progress summary consistent with current requirements, required annually after 12 months of continuous behavioral treatment.
  - o Additional information that will be requested only when required to establish the medical necessity of the PA request.

If a member under age 6 is enrolled in school, ForwardHealth may require additional information about the member's schedule and coordination with school staff in order to establish the medical necessity of the requested service. Providers may elect to submit additional information with their initial PA submission.

ForwardHealth's policy is based on the member's chronological age, not developmental age equivalent or school enrollment status.

Topic #19657

## **Prior Authorization for Members with Commercial Insurance as Primary Coverage**

ForwardHealth will authorize the quantity of behavioral treatment units in accordance with the unit definition for the CPT or HCPCS procedure code required by the member's primary insurance.

## Situations Requiring New Requests

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Topic #452

### Change in Billing Providers

Providers are required to submit a new PA request when there is a change in billing providers. A new PA request must be submitted with the new billing provider's name and billing provider number. The expiration date of the PA request will remain the same as the original PA request.

Typically, as no more than one PA request is allowed for the same member, the same service(s), and the same dates, the new billing provider is required to send the following to ForwardHealth's PA Unit:

- o A copy of the existing PA request, if possible.
- o A new PA request, including the required attachments and supporting documentation indicating the new billing provider's name and address and billing provider number.
- o A letter requesting the enddating of the existing PA request (may be a photocopy) attached to each PA request with the following information:
  - The previous billing provider's name and billing provider number, if known.
  - The new billing provider's name and billing provider number.
  - The reason for the change of billing provider. (The provider may want to confer with the member to verify that the services by the previous provider have ended. The new billing provider may include this verification in the letter.)
  - The requested effective date of the change.

Topic #453

### Examples

Examples of when a new PA request must be submitted include the following:

- o A provider's billing provider changes.
- o A member requests a provider change that results in a change in billing providers.
- o A member's enrollment status changes and there is not a valid PA on file for the member's current plan (i.e., BadgerCare Plus, Medicaid).

If the *rendering* provider indicated on the PA request changes but the *billing* provider remains the same, the PA request remains valid and a new PA request does *not* need to be submitted.

Topic #454

### Services Not Performed Before Expiration Date

Generally, a new PA request with a new requested start date must be submitted to ForwardHealth if the amount or quantity of prior authorized services is not used by the expiration date of the PA request and the service is still medically necessary.

## Submission Options

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Topic #12597

### 278 Health Care Services Review — Request for Review and Response Transaction

Providers may request PA electronically using the 278 transaction, the standard electronic format for health care service PA requests.

#### Compliance Testing

Trading partners may conduct compliance testing for the 278 transaction.

After receiving an "accepted" 999 for a test 278 transaction, trading partners are required to call the [EDI Helpdesk](#) to request the production 278 transaction set be assigned to them.

#### Submitting Prior Authorization Requests

Submitting an initial PA request using the 278 transaction does not result in a real-time approval and cannot be used to request [PA for drugs](#) and [diabetic supplies](#).

After submitting a PA request via a 278 transaction, providers will receive a real-time response indicating whether the transaction is valid or invalid. If the transaction is invalid, the response will indicate the reject reason(s), and providers can correct and submit a new PA request using the 278 transaction. A real-time response indicating a valid 278 transaction will include a [PA number](#) and a pending status. The PA request will be placed in a status of "Pending - Fiscal Agent Review."

The 278 transaction does not allow providers to submit [supporting clinical information](#) as required to adjudicate the PA request.

Trading partners cannot submit the 278 transaction through PES. In order to submit the 278 transaction, trading partners will need to use their own software or contract with a software vendor.

Topic #455

## Fax

Faxing of all PA requests to ForwardHealth may eliminate one to three days of mail time. The following are recommendations to avoid delays when faxing PA requests:

- Providers should follow the PA fax procedures.
- Providers should **not** fax the same PA request more than once.
- Providers should **not** fax **and** mail the same PA request. This causes delays in processing.

PA requests containing X-rays, dental molds, or photos as documentation must be mailed; they may not be faxed.

To help safeguard the confidentiality of member health care records, providers should include a fax transmittal form containing a confidentiality statement as a cover sheet to all faxed PA requests. The [Prior Authorization Fax Cover Sheet](#) includes a confidentiality statement and may be photocopied.

Providers are encouraged to retain copies of all PA requests and supporting documentation before submitting them to ForwardHealth.

#### Prior Authorization Fax Procedures

Providers may fax PA requests to ForwardHealth at 608-221-8616. PA requests sent to any fax number other than 608-221-8616 may result in processing delays.

When faxing PA requests to ForwardHealth, providers should follow the guidelines/procedures listed below.

##### Fax Transmittal Cover Sheet

The completed fax transmittal cover sheet must include the following:

- Date of the fax transmission.
- Number of pages, including the cover sheet. The ForwardHealth fax clerk will contact the provider by fax or telephone if all the pages do not transmit.
- Provider contact person and telephone number. The ForwardHealth fax clerk may contact the provider with any questions about the fax transmission.
- Provider number.
- Fax telephone number to which ForwardHealth may send its adjudication decision.
- To: "ForwardHealth Prior Authorization."
- ForwardHealth's fax number (608-221-8616). PA requests sent to any other fax number may result in processing delays.
- ForwardHealth's telephone numbers. For specific PA questions, providers should call [Provider Services](#). For faxing questions, providers should call 608-224-6124.

##### Incomplete Fax Transmissions

If the pages listed on the initial cover sheet do not all transmit (i.e., pages stuck together, the fax machine has jammed, or some other error has stopped the fax transmission), or if the PA request is missing information, providers will receive the following by fax from the ForwardHealth fax clerk:

- A cover sheet explaining why the PA request is being returned.



- o Part or all of the original incomplete fax that ForwardHealth received.

If a PA request is returned to the provider due to faxing problems, providers should do the following:

- o Attach a completed cover sheet with the number of pages of the fax.
- o Resend the entire original fax transmission and the additional information requested by the fax clerk to 608-221-8616.

### General Guidelines

When faxing information to ForwardHealth, providers should not reduce the size of the [PA/RF](#) or the [PA/HIAS1](#) to fit on the bottom half of the cover page. This makes the PA request difficult to read and leaves no space for consultants to write a response if needed or to sign the request.

If a photocopy of the original PA request and attachments is faxed, the provider should make sure these copies are clear and legible. If the information is not clear, it will be returned to the provider.

If the provider does not indicate his or her fax number, ForwardHealth will mail the decision back to the provider.

ForwardHealth will attempt to fax a response to the PA request to a provider three times. If unsuccessful, the PA request will be mailed to the provider.

If providers are not sure if an entire fax was sent, they should call ForwardHealth's fax clerk at 608-224-6124, to inquire about the status of the fax.

### Prior Authorization Request Deadlines

Faxing a PA request eliminates one to three days of mail time. However, the adjudication time of the PA request has not changed. All actions regarding PA requests are made within the [predetermined time frames](#).

Faxed PA requests received after 1:00 p.m. will be considered as received the following business day. Faxed PA requests received on a Saturday, Sunday, or holiday will be processed on the next business day.

### Avoid Duplicating Prior Authorization Requests

After faxing a PA request, providers should not send the original paperwork by mail. Mailing the original paperwork after faxing the PA request will create duplicate PA requests in the system and may result in a delay of several days to process the faxed PA request.

Refaxing a PA request before the previous PA request has been returned will also create duplicate PA requests and may result in delays.

### Response Back from ForwardHealth

Once ForwardHealth reviews a PA request, ForwardHealth will fax one of three responses back to the provider:

- o "Your approved, modified, or denied PA request(s) is attached."
- o "Your PA request(s) requires additional information (see attached). Resubmit the entire PA request, including the attachments, with the requested additional information."
- o "Your PA request(s) has missing pages and/or is illegible (see attached). Resubmit the entire PA request, including the attachments."

### Resubmitting Prior Authorization Requests

When resubmitting a faxed PA request, providers are required to resubmit the faxed copy of the PA request, including attachments. This will allow the provider to obtain the earliest possible grant date for the PA request (apart from backdating for retroactive enrollment). If any attachments or additional information that was requested is received without the rest of the PA request, the information will be returned to the provider.

Topic #458

## ForwardHealth Portal Prior Authorization

Providers can use the PA features on the ForwardHealth Portal to do the following:

- o Submit PA requests and amendments for all services that require PA.
- o Save a partially completed PA request and return at a later time to finish completing it.
- o Upload PA attachments and additional supporting clinical documentation for PA requests.
- o [Receive](#) decision notice letters and returned provider review letters.
- o [Correct](#) returned PA requests and PA amendment requests.
- o Change the status of a PA request from "Suspended" to "Pending."
- o Submit additional supporting documentation for a PA request that is in "Suspended" or "Pending" status.
- o [Search and view](#) previously submitted PA requests or saved PA requests.
- o Print a PA cover sheet.

### Submitting Prior Authorization Requests and Amendment Requests

Providers can submit PA requests for all services that require PA to ForwardHealth via the secure Provider area of the Portal. To save time, providers can copy and paste information from plans of care and other medical documentation into the appropriate fields on the PA request. Except for those providers exempt from NPI requirements, NPI and related data are required on PA requests submitted via the Portal.

When completing PA attachments on the Portal, providers can take advantage of an Additional Information field at the end of the PA attachment that holds up to five pages of text that may be needed.

Providers may also submit amendment requests via the Portal for PA requests with a status of "Approved" or "Approved with Modifications."

## Saving Partially Completed Prior Authorization Requests

Providers do not have to complete PA requests in one session; they can save partially completed PA requests at any point after the Member Information page has been completed by clicking on the Save and Complete Later button, which is at the bottom of each page. There is no limit to how many times PA requests can be saved.

Providers can complete partially saved PA requests at a later time by logging in to the secure Provider area of the Portal, navigating to the Prior Authorization home page, and clicking on the Complete a Saved PA Request link. This link takes the provider to a Saved PA Requests page containing all of the provider's PA requests that have been saved.

Once on the Saved PA Requests page, providers can select a specific PA request and choose to either continue completing it or delete it.

*Note:* The ability to save partially completed PA requests is only applicable to new PA requests. Providers cannot save partially completed PA amendments or corrections to returned PA requests or amendments.

### 30 Calendar Days to Submit or Re-Save Prior Authorization Requests

Providers must submit or re-save PA requests within 30 calendar days of the date the PA request was last saved. After 30 calendar days of inactivity, a PA request is automatically deleted, and the provider has to re-enter the entire PA request.

The Saved PA Requests page includes a list of deleted PA requests. This list is for information purposes only and includes saved PA requests that have been deleted due to inactivity (it does *not* include PA requests deleted by the provider). Neither providers nor ForwardHealth are able to retrieve PA requests that have been deleted.

### Submitting Completed Prior Authorization Requests

ForwardHealth's initial receipt of a PA request occurs when the PA request is submitted on the Portal. Normal backdating policy applies based on the date of initial receipt, not on the last saved date. Providers receive a confirmation of receipt along with a PA number once a PA request is submitted on the Portal.

## PA Attachments on the Portal

Almost all PA request attachments can be completed and submitted on the Portal. When providers are completing PA requests, the Portal presents the necessary attachments needed for that PA request. For example, if a physician is completing a PA request for physician-administered drugs, the Portal will prompt a [PA/JCA](#) and display the form for the provider to complete. Certain PA attachments cannot be completed online or uploaded.

Providers may also upload an electronically completed version of the paper PA attachment form. However, when submitting a PA attachment electronically, ForwardHealth recommends completing the PA attachment online as opposed to uploading an electronically completed version of the paper attachment form to reduce the chances of the PA request being returned for clerical errors.

All PA request attachment forms are available on the Portal to download and print to submit by fax or mail.

Providers may also choose to submit their PA request on the Portal and mail or fax the PA attachment(s) and/or additional supporting documentation to ForwardHealth. If the PA attachment(s) are mailed or faxed, a system-generated [Portal PA Cover Sheet](#) must be printed and sent with the attachment to ForwardHealth for processing. Providers must list the attachments on the Portal PA Cover Sheet. When ForwardHealth receives the PA attachments by mail or fax, they will be matched up with the [PA/RF](#) that was completed on the Portal.

*Note:* If the cover sheet could not be generated while submitting the PA request due to technical difficulties, providers can print the cover sheet from the main Portal PA page.

Before submitting any PA request documents, providers should save or print a copy for their records. Once the PA request is submitted, it cannot be retrieved for further editing.

As a reminder, ForwardHealth does not mail back any PA request documents submitted by providers.

### Additional Supporting Clinical Documentation

ForwardHealth accepts additional supporting clinical documentation when the information cannot be indicated on the required PA request forms and is pertinent for processing the PA request or PA amendment request. Providers have the following options for submitting additional supporting clinical information for PA requests or PA amendment requests:

- o Upload electronically.
- o Mail.
- o Fax.

Providers can choose to upload electronic supporting information through the Portal in the following formats:

- o JPEG (.jpg or .jpeg).
- o PDF (.pdf).
- o Rich Text Format (.rtf).
- o Text File (.txt).
- o OrthoCAD™ (.3dm) (for dental providers).

JPEG files must be stored with a ".jpg" or ".jpeg" extension; text files must be stored with a ".txt" extension; rich text format files must be stored with an ".rtf" extension; and PDF files must be stored with a ".pdf" extension. Dental OrthoCAD™ files are stored with a ".3dm" extension.

Microsoft Word files (.doc) cannot be uploaded but can be saved and uploaded in Rich Text Format or Text File formats.

In addition, providers can also upload additional supporting clinical documentation via the Portal when:

- o Correcting a PA request or PA amendment request that is in a "Returned — Provider Review" status.
- o Submitting a PA amendment request.

If submitting supporting clinical information via mail or fax, providers are prompted to print a system-generated Portal PA Cover Sheet to be sent with the information to ForwardHealth for processing. Providers must list the additional supporting information on the Portal PA Cover Sheet.

ForwardHealth will return PA requests and PA amendments requests when the additional documentation could have been indicated on the PA/RF and PA attachments or when the pertinent information is difficult to find.

## "Suspended" Prior Authorization Requests

For PA requests in a "Suspended" status, the provider has the option to:

- o Change a PA request status from "Suspended" to "Pending."
- o Submit additional documentation for a PA request that is in "Suspended" or "Pending" status.

### Changing a Prior Authorization Request from "Suspended" to "Pending"

The provider has the option of changing a PA request status from "Suspended — Provider Sending Info" to "Pending" if the provider determines that additional information will not be submitted. Changing the status from "Suspended — Provider Sending Info" to "Pending" will allow the PA request to be processed without waiting for additional information to be submitted. The provider can change the status by searching for the suspended PA request, checking the box indicating that the PA request is ready for processing without additional documentation, and clicking the Submit button to allow the PA request to be processed by ForwardHealth. There is an optional free form text box, which allows providers to explain or comment on why the PA request can be processed.

### Submitting Additional Supporting Clinical Documentation for a Prior Authorization Request in "Suspended" or "Pending" Status

There is an Upload Documents for a PA link on the PA home page in the provider secured Home Page. By selecting that link, providers have the option of submitting additional supporting clinical documentation for a PA request that is in "Suspended" or "Pending" status. When submitting additional supporting clinical documentation for a PA request that is in "Suspended" status, providers can choose to have ForwardHealth begin processing the PA request or to keep the PA request suspended. Prior authorization requests in a "Pending" status are processed regardless.

*Note:* When the PA request is in a "Pending" status and the provider uploads additional supporting clinical documentation, there may be up to a four-hour delay before the documentation is available to ForwardHealth in the system. If the uploaded information was received after the PA request was processed and the PA request was returned for missing information, the provider may resubmit the PA request stating that the missing information was already uploaded.

Topic #456

## Mail

Any type of PA request may be submitted on paper. Providers may mail completed PA requests, amendments to PA requests, and requests to enddate a PA request to ForwardHealth at the following address:

ForwardHealth  
 Prior Authorization  
 Ste 88  
 313 Blettner Blvd  
 Madison WI 53784

Providers are encouraged to retain copies of all PA requests and supporting documentation before submitting them to ForwardHealth.

# Provider Enrollment and Ongoing Responsibilities

7

Archive Date:03/01/2018

## Provider Enrollment and Ongoing Responsibilities:Documentation

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Topic #6277

### 1099 Miscellaneous Forms

ForwardHealth generates the 1099 Miscellaneous form in January of each year for earnings greater than \$600.00, per IRS regulations. One 1099 Miscellaneous form per financial payer and per tax identification number is generated, regardless of how many provider IDs or NPIs share the same tax identification number. For example, a provider who conducts business with both Medicaid and WCDP will receive separate 1099 Miscellaneous forms for each program.

The 1099 Miscellaneous forms are sent to the address designated as the "1099 mailing address."

Topic #1640

### Availability of Records to Authorized Personnel

The DHS has the right to inspect, review, audit, and reproduce provider records pursuant to [DHS 106.02\(9\)\(e\)](#), Wis. Admin. Code. The DHS periodically requests provider records for compliance audits to match information against ForwardHealth's information on paid claims, PA requests, and enrollment. These records include, but are not limited to, medical/clinical and financial documents. Providers are obligated to ensure that the records are released to an authorized DHS staff member(s).

Wisconsin Medicaid reimburses providers \$0.06 per page for the cost of reproducing records requested by the DHS to conduct a compliance audit. A letter of request for records from the DHS will be sent to a provider when records are required.

Reimbursement is not made for other reproduction costs included in the provider agreement between the DHS and a provider, such as reproduction costs for submitting PA requests and claims.

Also, state-contracted MCOs, including HMOs and SSI HMOs, are not reimbursed for the reproduction costs covered in their contract with the DHS.

The reproduction of records requested by the PRO under contract with the DHS is reimbursed at a rate established by the PRO.

Topic #200

### Confidentiality and Proper Disposal of Records

ForwardHealth supports member rights regarding the confidentiality of health care and other related records, including an applicant or member's billing information or medical claim records. An applicant or member has a right to have this information safeguarded, and the provider is obligated to protect that right. Use or disclosure of any information concerning an applicant or member (including an applicant or member's billing information or medical claim records) for any purpose not connected with program administration is prohibited unless authorized by the applicant or member (program administration includes contacts with third-party payers that are necessary for pursuing third-party payment and the release of information as ordered by the court).

Federal HIPAA Privacy and Security regulations establish requirements regarding the confidentiality and proper disposal of health care and related records containing PHI. These requirements apply to all providers (who are considered "covered entities") and their business associates who create, retain, and dispose of such records.

For providers and their business partners who are not subject to HIPAA, Wisconsin confidentiality laws have similar requirements pertaining to proper disposal of health care and related records.

### HIPAA Privacy and Security Regulations

#### Definition of Protected Health Information

As defined in the HIPAA privacy and security regulations, PHI is protected health information (including demographic information) that:

- o Is created, received, maintained, or transmitted in any form or media.
- o Relates to the past, present, or future physical or mental health or condition of an individual, the provision of health care to an individual, or the payment for the provision of health care to an individual.
- o Identifies the individual or provides a reasonable basis to believe that it can be used to identify the individual.

A member's name combined with his or her member identification number or Social Security number is an example of PHI.

#### Requirements Regarding "Unsecured" Protected Health Information

Title XIII of the American Recovery and Reinvestment Act of 2009 (also known as the HITECH Act) included a provision that significantly expanded the scope, penalties, and compliance challenges of HIPAA. This provision imposes new requirements on covered entities and their business associates to notify patients, the federal government, and the media of breaches of "unsecured" PHI (refer to 45 CFR Parts 160 and 164 and s. 13402 of the HITECH Act).

Unsecured PHI is PHI that has not been rendered unusable, unreadable, or indecipherable to unauthorized individuals through the use of physical destruction approved by the HHS. According to the HHS, destruction is the only acceptable method for rendering PHI unusable, unreadable, or indecipherable.

As defined by federal law, unsecured PHI includes information in *any* medium, not just electronic data.

#### Actions Required for Proper Disposal of Records

Under the HIPAA privacy and security regulations, health care and related records containing PHI must be disposed of in such a manner that they cannot be reconstructed. This includes ensuring that the PHI is secured (i.e., rendered unusable, unreadable, or indecipherable) prior to disposal of the records.

To secure PHI, providers and their business associates are required to use one of the following destruction methods approved by the HHS:

- o Paper, film, labels, or other hard copy media should be shredded or destroyed such that the PHI cannot be read or otherwise reconstructed.
- o Electronic media should be cleared, purged, or destroyed such that the PHI cannot be retrieved according to National Institute of Standards and Technology Special Publication 800-88, Guidelines for Media Sanitization, which can be found on the [NIST Web site](#).

For more information regarding securing PHI, providers may refer to [Health Information Privacy](#) on the HHS Web site.

## Wisconsin Confidentiality Laws

[Section 134.97](#), Wis. Stats., requires providers and their business partners who are not subject to HIPAA regulations to comply with Wisconsin confidentiality laws pertaining to the disposal of health care and related records containing PHI.

[Section 146.836](#), Wis. Stats., specifies that the requirements apply to "all patient health care records, including those on which written, drawn, printed, spoken, visual, electromagnetic or digital information is recorded or preserved, regardless of physical form or characteristics." Paper *and* electronic records are subject to Wisconsin confidentiality laws.

### "Personally Identifiable Data" Protected

According to [s.134.97\(1\)\(e\)](#), Wis. Stats., the types of records protected are those containing "personally identifiable data."

As defined by the law, personally identifiable data is information about an individual's medical condition that is not considered to be public knowledge. This may include account numbers, customer numbers, and account balances.

### Actions Required for Proper Disposal of Records

Health care and related records containing personally identifiable data must be disposed of in such a manner that no unauthorized person can access the personal information. For the period of time between a record's disposal and its destruction, providers and their business partners are required to take actions that they reasonably believe will ensure that no unauthorized person will have access to the personally identifiable data contained in the record.

### Businesses Affected

Sections [134.97](#) and [134.98](#), Wis. Stats., governing the proper disposal of health care and related records, apply to medical businesses as well as financial institutions and tax preparation businesses. For the purposes of these requirements, a medical business is any for-profit or nonprofit organization or enterprise that possesses information — other than personnel records — relating to a person's physical or mental health, medical history, or medical treatment. Medical businesses include sole proprietorships, partnerships, firms, business trusts, joint ventures, syndicates, corporations, limited liability companies, or associates.

## Continuing Responsibilities for All Providers After Ending Participation

Ending participation in a ForwardHealth program does not end a provider's responsibility to protect the confidentiality of health care and related records containing PHI.

Providers who no longer participate in a ForwardHealth program are responsible for ensuring that they and their business associates/partners continue to comply with all federal and state laws regarding protecting the confidentiality of members' PHI. Once record retention requirements expire, records must be disposed of in such a manner that they cannot be reconstructed — according to federal and state regulations — in order to avoid penalties.

All ForwardHealth providers and their business associates/partners who cease practice or go out of business should ensure that they have policies and procedures in place to protect all health care and related records from any unauthorized disclosure and use.

## Penalties for Violations

Any covered entity provider or provider's business associate who violates federal HIPAA regulations regarding the confidentiality and proper disposal of health care and related records may be subject to criminal and/or civil penalties, including any or all of the following:

- o Fines up to \$1.5 million per calendar year.
- o Jail time.
- o Federal HHS Office of Civil Rights enforcement actions.

For entities not subject to HIPAA, [s.134.97\(4\)](#), Wis. Stats., imposes penalties for violations of confidentiality laws. Any provider or provider's business partner who violates Wisconsin confidentiality laws may be subject to fines up to \$1,000 per incident or occurrence.

For more specific information on the penalties for violations related to members' health care records, providers should refer to s. 13410(d) of the HITECH Act, which amends 42 USC s. 1320d-5, and [s. 134.97\(3\)](#), (4) and [146.84](#), Wis. Stats.

Topic #201

## Financial Records

According to [DHS 106.02\(9\)\(c\)](#), Wis. Admin. Code, a provider is required to maintain certain financial records in written or electronic form.

Topic #202

## Medical Records

A dated clinician's signature must be included in all medical notes. According to Wis. Admin. Code § [DHS 106.02\(9\)\(b\)](#), a provider is required to include certain written

documentation in a member's medical record.

Topic #199

## Member Access to Records

Providers are required to allow members access to their health care records, including those related to ForwardHealth services, maintained by a provider in accordance with Wisconsin Statutes, excluding billing statements.

### Fees for Health Care Records

Per [s. 146.83](#), Wis. Stats., providers may charge a fee for providing one set of copies of health care records to members who are enrolled in Wisconsin Medicaid or BadgerCare Plus programs on the date of the records request. This applies regardless of the member's enrollment status on the DOS contained within the health care records.

Per [s. 146.81\(4\)](#), Wis. Stats., health care records are all records related to the health of a patient prepared by, or under the supervision of, a health care provider.

Providers are limited to charging members enrolled in state-funded health care programs 25 percent of the applicable fees for providing one set of copies of the member's health care records.

*Note:* A provider may charge members 100 percent of the applicable fees for providing a second or additional set of copies of the member's health care records.

The DHS adjusts the [amounts](#) a provider may charge for providing copies of a member's health care records yearly per [s. 146.83\(3f\)\(c\)](#), Wis. Stats.

Topic #16157

## Policy Requirements for Use of Electronic Signatures on Electronic Health Records

For ForwardHealth policy areas where a signature is required, electronic signatures are acceptable as long as the signature meets the requirements. When ForwardHealth policy specifically states that a handwritten signature is required, an electronic signature will not be accepted. When ForwardHealth policy specifically states that a written signature is required, an electronic signature will be accepted.

Reimbursement for services paid to providers who do not meet all electronic signature requirements may be subject to recoupment.

### Electronic Signature Definition

An electronic signature, as stated in [s. 137.11\(8\)](#), Wis. Stats., is "an electronic sound, symbol, or process attached to or logically associated with a record and executed or adopted by a person with the intent to sign the record."

Some examples include:

- o Typed name (performer may type his or her complete name).
- o Number (performer may type a number unique to him or her).
- o Initials (performer may type initials unique to him or her).

All examples above must also meet all of the electronic signature requirements.

### Benefits of Using Electronic Signatures

The use of electronic signatures will allow providers to:

- o Save time by streamlining the document signing process.
- o Reduce the costs of postage and mailing materials.
- o Maintain the integrity of the data submitted.
- o Increase security to aid in non-repudiation.

### Electronic Signature Requirements

By following the general electronic signature requirements below, the use of electronic signatures provides a secure alternative to written signatures. These requirements align with HIPAA Privacy Rule guidelines.

#### General Requirements

When using an electronic signature, all of the following requirements must be met:

- o The electronic signature must be under the sole control of the rendering provider. Only the rendering provider or designee has the authority to use the rendering provider's electronic signature. Providers are required to maintain documentation that shows the electronic signature that belongs to each rendering provider if a numbering or initial system is used (e.g., what number is assigned to a specific rendering provider). This documentation must be kept confidential.
- o The provider is required to have current policies and procedures regarding the use of electronic signatures. The DHS recommends the provider conduct an annual review of policies and procedures with those using electronic signatures to promote ongoing compliance and to address any changes in the policies and procedures.
- o The provider is required to conduct or review a security risk analysis in accordance with the requirements under 45 CFR s. 164.308(a)(1).
- o The provider is required to implement security updates as necessary and correct identified security deficiencies as part of its risk management process.

- o The provider is required to establish administrative, technical, and physical safeguards in compliance with the HIPAA Security Rule.

### Electronic Health Record Signature Requirements

An EHR that utilizes electronic signatures must meet the following requirements:

- o The certification and standard criteria defined in the Health Information Technology Initial Set of Standards, Implementation Specifications, Certification Criteria for Electronic Health Record Technology Final Rule (45 CFR Part 170) and any revisions including, but not limited to, the following:
  - Assign a unique name and/or number for identifying, tracking user identity, and establishing controls that permit only authorized users to access electronic health information.
  - Record actions related to electronic health information according to the standard set forth in 45 CFR s. 170.210.
  - Enable a user to generate an audit log for a specific time period. The audit log must also have the ability to sort entries according to any of the elements specified in the standard 45 CFR s. 170.210.
  - Verify that a person or entity seeking access to electronic health information is the one claimed and is authorized to access such information.
  - Record the date, time, patient identification, and user identification when electronic health information is created, modified, accessed, or deleted. An indication of which action(s) occurred and by whom must also be recorded.
  - Use a hashing algorithm with a security strength equal to or greater than SHA-1 as specified by the NIST in FIPS PUB 180-3 (October 2008) to verify that electronic health information has not been altered. (Providers unsure whether or not they meet this guideline should contact their IT and/or security/privacy analyst.)
- o Ensure the EHR provides:
  - Nonrepudiation — assurance that the signer cannot deny signing the document in the future.
  - User authentication — verification of the signer's identity at the time the signature was generated.
  - Integrity of electronically signed documents — retention of data so that each record can be authenticated and attributed to the signer.
  - Message integrity — certainty that the document has not been altered since it was signed.
  - Capability to convert electronic documents to paper copy — the paper copy must indicate the name of the individual who electronically signed the form as well as the date electronically signed.
- o Ensure electronically signed records created by the EHR have the same back-up and record retention requirements as paper records.

Topic #203

## Preparation and Maintenance of Records

All providers who receive payment from Wisconsin Medicaid, including state-contracted MCOs, are required to maintain records that fully document the basis of charges upon which all claims for payment are made, according to [DHS 106.02\(9\)\(a\)](#), Wis. Admin. Code. This required maintenance of records is typically required by any third-party insurance company and is not unique to ForwardHealth.

Topic #204

## Record Retention

Providers are required to retain documentation, including medical and financial records, for a period of not less than five years from the date of payment, except RHCs, which are required to retain records for a minimum of six years from the date of payment.

According to [DHS 106.02\(9\)\(d\)](#), Wis. Admin. Code, providers are required to retain all evidence of billing information.

Ending participation as a provider does not end a provider's responsibility to retain and provide access to fully maintained records unless an alternative arrangement of record retention and maintenance has been established.

## Maintaining Confidentiality of Records

Ending participation in a ForwardHealth program does not end a provider's responsibility to protect the confidentiality of health care and related records containing PHI.

Providers who no longer participate in a ForwardHealth program are responsible for ensuring that they and their business associates/partners continue to comply with all federal and state laws regarding protecting the confidentiality of members' PHI. Once record retention requirements expire, records must be disposed of in such a manner that they cannot be reconstructed — according to federal and state regulations — in order to avoid penalties. For more information on the proper disposal of records, refer to [Confidentiality and Proper Disposal of Records](#).

All ForwardHealth providers and their business associates/partners who cease practice or go out of business should ensure that they have policies and procedures in place to protect all health care and related records from any unauthorized disclosure and use.

## Reviews and Audits

The DHS periodically reviews provider records. The DHS has the right to inspect, review, audit, and photocopy the records. Providers are required to permit access to any requested record(s), whether in written, electronic, or micrographic form.

Topic #205

## Records Requests

Requests for billing or medical claim information regarding services reimbursed by Wisconsin Medicaid may come from a variety of individuals including attorneys, insurance adjusters, and members. Providers are required to notify ForwardHealth when releasing billing information or medical claim records relating to charges for covered services except in the following instances:

- o When the member is a dual eligible (i.e., member is eligible for both Medicare and Wisconsin Medicaid or BadgerCare Plus) and is requesting materials pursuant to *Medicare*



- regulations.
- o When the provider is attempting to exhaust all existing health insurance sources prior to submitting claims to ForwardHealth.

### **Request from a Member or Authorized Person**

If the request for a member's billing information or medical claim records is from a member or authorized person acting on behalf of a member, the provider is required to do the following:

1. Send a copy of the requested billing information or medical claim records to the requestor.
2. Send a letter containing the following information to ForwardHealth:
  - Member's name.
  - Member's ForwardHealth identification number or SSN, if available.
  - Member's DOB.
  - DOS.
  - Entity requesting the records, including name, address, and telephone number.

The letter must be sent to the following address:

Wisconsin Casualty Recovery — HMS  
 Ste 100  
 5615 Highpoint Dr  
 Irving TX 75038-9984

### **Request from an Attorney, Insurance Company, or Power of Attorney**

If the request for a member's billing information or medical claim records is from an attorney, insurance company, or power of attorney, the provider is required to do the following:

1. Obtain a release signed by the member or authorized representative.
2. Furnish the requested material to the requester, marked "BILLED TO FORWARDHEALTH" or "TO BE BILLED TO FORWARDHEALTH," with a copy of the release signed by the member or authorized representative. Approval from ForwardHealth is not necessary.
3. Send a copy of the material furnished to the requestor, along with a copy of their original request and medical authorization release to:

Wisconsin Casualty Recovery — HMS  
 Ste 100  
 5615 Highpoint Dr  
 Irving TX 75038-9984

### **Request for Information About a Member Enrolled in a State-Contracted Managed Care Organization**

If the request for a member's billing information or medical claim records is for a member enrolled in a state-contracted MCO, the provider is required to do the following:

1. Obtain a release signed by the member or authorized representative.
2. Send a copy of the letter requesting the information, along with the release signed by the member or authorized representative, directly to the MCO.

The MCO makes most benefit payments and is entitled to any recovery that may be available.

### **Request for a Statement from a Dual Eligible**

If the request is for an itemized statement from a dual eligible, pursuant to HR 2015 (Balanced Budget Act of 1997) s. 4311, a dual eligible has the right to request and receive an itemized statement from his or her Medicare-enrolled health care provider. The Act requires the provider to furnish the requested information to the member. The Act does *not* require the provider to notify ForwardHealth.

Topic #1646

## **Release of Billing Information to Government Agencies**

Providers are permitted to release member information without informed consent when a written request is made by the DHS or the federal HHS to perform any function related to program administration, such as auditing, program monitoring, and evaluation.

Providers are authorized under Wisconsin Medicaid confidentiality regulations to report suspected misuse or abuse of program benefits to the DHS, as well as to provide copies of the corresponding patient health care records.

## Ongoing Responsibilities

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Topic #220

### Accommodating Members with Disabilities

All providers, including ForwardHealth providers, operating an existing public accommodation have requirements under [Title III of the Americans with Disabilities Act of 1990 \(nondiscrimination\)](#).

Topic #219

### Civil Rights Compliance (Nondiscrimination)

Providers are required to comply with all federal laws relating to Title XIX of the Social Security Act and state laws pertinent to ForwardHealth, including the following:

- o Title VI and VII of the Civil Rights Act of 1964.
- o The Age Discrimination Act of 1975.
- o Section 504 of the Rehabilitation Act of 1973.
- o The ADA of 1990.

The previously listed laws require that all health care benefits under ForwardHealth be provided on a nondiscriminatory basis. No applicant or member can be denied participation in ForwardHealth or be denied benefits or otherwise subjected to discrimination in any manner under ForwardHealth on the basis of race, color, national origin or ancestry, sex, religion, age, disability, or association with a person with a disability.

Any of the following actions may be considered discriminatory treatment when based on race, color, national origin, disability, or association with a person with a disability:

- o Denial of aid, care, services, or other benefits.
- o Segregation or separate treatment.
- o Restriction in any way of any advantage or privilege received by others. (There are some program restrictions based on eligibility classifications.)
- o Treatment different from that given to others in the determination of eligibility.
- o Refusing to provide an oral language interpreter to persons who are considered LEP at no cost to the LEP individual in order to provide meaningful access.
- o Not providing translation of vital documents to the LEP groups who represent five percent or 1,000, whichever is smaller, in the provider's area of service delivery.

*Note:* Limiting practice by age is not age discrimination and specializing in certain conditions is not disability discrimination. For further information, see 45 CFR Part 91.

Providers are required to be in compliance with the previously mentioned laws as they are currently in effect or amended. Providers who employ 25 or more employees and receive \$25,000 or more annually in Medicaid reimbursement are also required to comply with the DHS [Affirmative Action and Civil Rights Compliance Plan](#) requirements. Providers that employ less than 25 employees and receive less than \$25,000 annually in Medicaid reimbursement are required to comply by submitting a Letter of Assurance and other appropriate forms.

Providers without Internet access may obtain copies of the DHS Affirmative Action and Civil Rights Compliance Plan (including the Letter of Assurance and other forms) and instructions by calling the Affirmative Action and Civil Rights Compliance Officer at (608) 266-9372. Providers may also write to the following address:

AA/CRC Office  
1 W Wilson St Rm 561  
PO Box 7850  
Madison WI 53707-7850

For more information on the acts protecting members from discrimination, refer to the civil rights compliance information in the Enrollment and Benefits booklet. The booklet is given to new ForwardHealth members by local county or tribal agencies. Potential ForwardHealth members can request the booklet by calling [Member Services](#).

### Title VI of the Civil Rights Act of 1964

This act requires that all benefits be provided on a nondiscriminatory basis and that decisions regarding the provision of services be made without regard to race, color, or national origin. Under this act, the following actions are prohibited, if made on the basis of race, color, or national origin:

- o Denying services, financial aid, or other benefits that are provided as a part of a provider's program.
- o Providing services in a manner different from those provided to others under the program.
- o Aggregating or separately treating clients.
- o Treating individuals differently in eligibility determination or application for services.
- o Selecting a site that has the effect of excluding individuals.
- o Denying an individual's participation as a member of a planning or advisory board.
- o Any other method or criteria of administering a program that has the effect of treating or affecting individuals in a discriminatory manner.

### Title VII of the Civil Rights Act of 1964

This act prohibits differential treatment, based solely on a person's race, color, sex, national origin, or religion, in the terms and conditions of employment. These conditions or terms of employment are failure or refusal to hire or discharge compensation and benefits, privileges of employment, segregation, classification, and the establishment of artificial or arbitrary barriers to employment.

### Federal Rehabilitation Act of 1973, Section 504

This act prohibits discrimination in both employment and service delivery based solely on a person's disability.

This act requires the provision of reasonable accommodations where the employer or service provider cannot show that the accommodation would impose an undue hardship in the delivery of the services. A reasonable accommodation is a device or service modification that will allow the disabled person to receive a provider's benefits. An undue hardship is a burden on the program that is not equal to the benefits of allowing that handicapped person's participation.

A handicapped person means any person who has a physical or mental impairment that substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment.

In addition, Section 504 requires "program accessibility," which may mean building accessibility, outreach, or other measures that allow for full participation of the handicapped individual. In determining program accessibility, the program or activity will be viewed in its entirety. In choosing a method of meeting accessibility requirements, the provider shall give priority to those methods that offer a person who is disabled services that are provided in the most integrated setting appropriate.

## Americans with Disabilities Act of 1990

Under Title III of the ADA of 1990, any provider that operates an existing public accommodation has four specific requirements:

1. Remove barriers to make his or her goods and services available to and usable by people with disabilities to the extent that it is readily achievable to do so (i.e., to the extent that needed changes can be accomplished without much difficulty or expense).
2. Provide auxiliary aids and services so that people with sensory or cognitive disabilities have access to effective means of communication, unless doing so would fundamentally alter the operation or result in undue burdens.
3. Modify any policies, practices, or procedures that may be discriminatory or have a discriminatory effect, unless doing so would fundamentally alter the nature of the goods, services, facilities, or accommodations.
4. Ensure that there are no unnecessary eligibility criteria that tend to screen out or segregate individuals with disabilities or limit their full and equal enjoyment of the place of public accommodation.

## Age Discrimination Act of 1975

The Age Discrimination Act of 1975 prohibits discrimination on the basis of age in programs and activities receiving federal financial assistance. The Act, which applies to all ages, permits the use of certain age distinctions and factors other than age that meet the Act's requirements.

Topic #216

## Examples of Ongoing Responsibilities

Responsibilities for which providers are held accountable are described throughout the Online Handbook. Medicaid-enrolled providers have responsibilities that include, but are not limited to, the following:

- Providing the same level and quality of care to ForwardHealth members as private-pay patients.
- Complying with all state and federal laws related to ForwardHealth.
- Obtaining PA for services, when required.
- Notifying members in advance if a service is not covered by ForwardHealth and the provider intends to collect payment from the member for the service.
- Maintaining accurate medical and billing records.
- Retaining preparation, maintenance, medical, and financial records, along with other documentation, for a period of not less than five years from the date of payment, except rural health clinic providers who are required to retain records for a minimum of six years from the date of payment.
- Billing only for services that were actually provided.
- Allowing a member access to his or her records.
- Monitoring contracted staff.
- Accepting Medicaid reimbursement as payment in full for covered services.
- Keeping provider information (i.e., address, business name) current.
- Notifying ForwardHealth of changes in ownership.
- Responding to Medicaid revalidation notifications.
- Safeguarding member confidentiality.
- Verifying member enrollment.
- Keeping up-to-date with changes in program requirements as announced in ForwardHealth publications.

Topic #217

## Keeping Information Current

### Changes That Require ForwardHealth Notification

Providers are required to notify ForwardHealth of any changes to their demographic information, including the following, as they occur:

- [Address\(es\)](#) — practice location and related information, mailing, PA, and/or financial.

*Note:* Health care providers who are federally required to have an NPI are cautioned that changes to their practice location address on file with ForwardHealth may alter their ZIP+4 code information that is required on transactions.

- Business name.
- Contact name.
- Federal Tax ID number (IRS number).
- Group affiliation.
- Licensure.
- NPI.

- [Ownership](#).
- Professional certification.
- [Provider specialty](#).
- Supervisor of nonbilling providers.
- [Taxonomy code](#).
- Telephone number, including area code.

Failure to notify ForwardHealth of changes may result in the following:

- Incorrect reimbursement.
- Misdirected payment.
- Claim denial.
- Suspension of payments or cancellation of provider file if provider mail is returned to ForwardHealth for lack of a current address.

Entering new information on a claim form or PA request is **not** adequate notification of change.

## Notifying ForwardHealth of Changes

Providers can notify ForwardHealth of changes using the [demographic maintenance tool](#).

## Providers Enrolled in Multiple Programs

If demographic information changes, providers enrolled in multiple programs (e.g., Wisconsin Medicaid and WCDP) will need to change the demographic information for each program. By toggling between accounts using the Switch Organization function of the Portal, providers who have a Portal account for each program can change their information for each program using the demographic maintenance tool. The [Account User Guide](#) provides specific information about switching organizations.

## Providers Licensed or Certified by the Division of Quality Assurance

Providers licensed or certified by the DQA are required to notify the DQA of changes to physical address, changes of ownership, and facility closures by emailing Lisa.Imhof@dhs.wisconsin.gov.

Topic #577

## Legal Framework

The following laws and regulations provide the legal framework for BadgerCare Plus, Medicaid, and Wisconsin Well Woman Medicaid:

- Federal Law and Regulation:
  - Law — United States Social Security Act: Title XIX (42 US Code ss. 1396 and following) and Title XXI.
  - Regulation — Title 42 CFR Parts 430-498 and Parts 1000-1008 (Public Health).
- Wisconsin Law and Regulation:
  - Law — Wisconsin Statutes: [49.43-49.499](#), [49.665](#), and [49.473](#).
  - Regulation — Wisconsin Administrative Code, Chapters [DHS 101](#), [102](#), [103](#), [104](#), [105](#), [106](#), [107](#), and [108](#).

Laws and regulations may be amended or added at any time. Program requirements may not be construed to supersede the provisions of these laws and regulations.

The information included in the ForwardHealth Portal applies to BadgerCare Plus, Medicaid, and Wisconsin Well Woman Medicaid. BadgerCare Plus, Medicaid, and Wisconsin Well Woman Medicaid are administered by the DHS. Within the DHS, the DHCAA is directly responsible for managing these programs.

Topic #17097

## Licensure Information

Licensed providers are required to keep all licensure information, including license number, grant and expiration dates, and physical location as applicable (e.g., hospital providers), current with ForwardHealth.

If providers do not keep their licensure information, including their license number, current with ForwardHealth, any of the following may occur:

- Providers' enrollment may be deactivated. As a result, providers would not be able to submit claims or PA requests or be able to function as [prescribing/referring/ordering providers](#), if applicable, until they update their licensure information.
- Providers may experience a lapse in enrollment. If a lapse occurs, providers may need to re-enroll, which may result in another application fee being assessed.

Providers may change the grant and expiration dates for their current license(s) and enter information for a new license(s), such as the license number, licensing state, and grant and expiration dates, using the [demographic maintenance tool](#). After entering information for their new license(s), some providers (e.g., out-of-state providers) will also be required to upload a copy of their license using the demographic maintenance tool. Provided licensure information must correspond with the information on file with the applicable licensing authority.

In some cases, ForwardHealth will need to verify licensure information with the applicable licensing authority, which may take up to 10 business days after submission. Providers updating their license information should plan accordingly so that they do not experience any of the indicated interruptions in enrollment. If provided licensure information (e.g., grant and expiration dates) does not correspond with the licensing authority's information, the licensing authority's information will be retained and will display in the demographic maintenance tool once verified by ForwardHealth.

Topic #15157

## Recovery Audit Contractor Audits

The ACA requires states to establish an RAC program to enable the auditing of Medicaid claim payments to providers. In Wisconsin, the RAC will audit claim payments from Wisconsin Medicaid and BadgerCare Plus. The Wisconsin DHS has awarded the contract to HMS as the RAC for the state of Wisconsin.

*Note:* The RAC will not audit claims submitted for Family Planning Only Services, SeniorCare, WCDP, the WWWP, and ADAP.

The overall goal of the RAC program is to identify and decrease improper payments. The audits will ensure that payments are for services covered under the programs in which the member was enrolled and that the services were actually provided and properly billed and documented. The audits are being conducted under Generally Accepted Government Auditing Standards.

Providers will be selected for audits based on data analysis by the RAC and referrals by state agencies. The RAC will ensure that its audits neither duplicate state audits of the same providers nor interfere with potential law enforcement investigations.

Providers who receive a notification regarding an audit should follow the instructions as outlined in the notification within the requested time frames.

### Affected Providers

Any provider may be audited, including, but not limited to, fee-for-service providers, institutional and non-institutional providers, as well as managed care entities.

### Additional Information

Any questions regarding the RAC program should be directed to HMS at (800) 310-0865. Refer to the [RAC Web site](#) for additional information regarding HMS RAC activities.

Topic #13277

## Reporting Suspected Waste, Fraud, and Abuse

The DHS OIG investigates fraud and abuses including, but not limited to, the following:

- o Billing Medicaid for services or equipment that were not provided.
- o Submitting false applications for a DHS-funded assistance program such as Medicaid, BadgerCare Plus, WIC, or FoodShare.
- o Trafficking FoodShare benefits.
- o Crime, misconduct, and/or mismanagement by a DHS employee, official, or contractor.

Those who suspect fraudulent activity in Medicaid programs are required to notify the OIG if they have reason to believe that a person is misusing or abusing any DHS health care program or the ForwardHealth identification card.

Section [49.49](#), Wis. Stats., defines actions that represent member misuse or abuse of benefits and the resulting sanctions that may be imposed. Providers are under no obligation to inform the member that they are misusing or abusing their benefits. A provider may not confiscate a ForwardHealth card from a member in question.

### Reporting Suspected Fraud and Abuse

Those who suspect any form of fraud, waste, or abuse of a program by providers, trading partners, billing services, agencies, or recipients of any government assistance program are required to report it. Those reporting allegations of fraud and abuse may remain anonymous. However, not providing contact information may prevent OIG from fully investigating the complaint if questions arise during the review process.

If a provider suspects that someone is committing fraudulent activities or is misusing his or her ForwardHealth card, the provider is required to notify ForwardHealth by one of the following methods:

- o Going to the OIG fraud and abuse reporting [Web site](#).
- o Calling the DHS fraud and abuse hotline at (877) 865-3432.

The following information is helpful when reporting fraud and abuse:

- o A description of the fraud, waste, and/or abuse, including the nature, scope, and timeframe of the activity in question. The description should include sufficient detail for the complaint to be evaluated.
- o The names and dates of birth (or approximate ages) of the people involved, as well as the number of occurrences and length of the suspected activity.
- o The names and date(s) of other people or agencies to which the activity may have been reported.

After the allegation is received, the DHS OIG will evaluate it and take appropriate action. If the name and contact information of the person reporting the allegation was provided, the OIG may be in contact to verify details or ask for additional information.

## Provider Enrollment

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Topic #19061

### Behavioral Treatment

ForwardHealth requires that all licensed/certified medical professionals and qualifying paraprofessionals who provide behavioral treatment to ForwardHealth members be [enrolled in Wisconsin Medicaid](#) as behavioral treatment providers with one of the following provider specialties:

- o Behavioral treatment licensed supervisor
- o Behavioral treatment therapist
- o Behavioral treatment technician
- o Focused treatment licensed supervisor
- o Focused treatment therapist

Behavioral treatment providers are encouraged to enroll in a single provider specialty when enrolling in Wisconsin Medicaid. For example, a provider who enrolls as a behavioral treatment licensed supervisor is not required to also enroll as a focused treatment licensed supervisor.

When selecting a provider specialty, providers should consider the enrollment criteria found on the Provider Enrollment Information home page, the allowable level(s) of service for the specialty, and the billing status of the specialty.

The following table lists the different behavioral treatment provider specialties, allowable levels of service, and billing status.

Provider Specialty	Allowable Levels of Service	Billing Status
Behavioral Treatment Licensed Supervisor	Comprehensive and Focused	Billing and Rendering
Behavioral Treatment Therapist	Comprehensive and Focused	Rendering Only
Behavioral Treatment Technician	Comprehensive and Focused	Rendering Only
Focused Treatment Licensed Supervisor	Focused Only	Billing and Rendering
Focused Treatment Therapist	Focused Only	Rendering Only

Topic #3969

### Categories of Enrollment

Wisconsin Medicaid enrolls providers in three billing categories. Each billing category has specific designated uses and restrictions. These categories include the following:

- o Billing/rendering provider.
- o Rendering-only provider.
- o Billing-only provider (including group billing).

Providers should refer to the service-specific information in the Online Handbook or the Information for Specific Provider Types page on the [Provider Enrollment Information home page](#) to identify which category of enrollment is applicable.

#### Billing/Rendering Provider

Enrollment as a billing/rendering provider allows providers to identify themselves on claims (and other forms) as either the provider billing for the services or the provider rendering the services.

#### Rendering-Only Provider

Enrollment as a rendering-only provider is given to those providers who practice under the professional supervision of another provider (e.g., physician assistants). Providers with a rendering provider enrollment cannot submit claims to ForwardHealth directly, but they have reimbursement rates established for their provider type. Claims for services provided by a rendering provider must include the supervising provider or group provider as the billing provider.

#### Billing-Only Provider (Including Group Billing)

Enrollment as a billing-only provider is given to certain provider types when a separate rendering provider is required on claims.

##### Group Billing

Groups of individual practitioners are enrolled as billing-only providers as an accounting convenience. This allows the group to receive one reimbursement, one RA, and the 835 transaction for covered services rendered by individual practitioners within the group.

Providers may not have more than one group practice enrolled in Wisconsin Medicaid with the same ZIP+4 code address, NPI, and taxonomy code combination. Provider group practices located at the same ZIP+4 code address are required to differentiate their enrollment using an NPI or taxonomy code that uniquely identifies each group practice.

Individual practitioners within group practices are required to be Medicaid-enrolled because these groups are required to identify the provider who rendered the service on claims.

Claims indicating these group billing providers that are submitted without a rendering provider are denied.

Topic #14137

## Enrollment Requirements Due to the Affordable Care Act

In 2010, the federal government signed into law the ACA, also known as federal health care reform, which affects several aspects of Wisconsin health care. ForwardHealth has been working toward ACA compliance by implementing some [new requirements for providers and provider screening processes](#). To meet federally mandated requirements, ForwardHealth is implementing changes in phases, the first of which began in 2012. A high-level list of the changes included under ACA is as follows:

- Providers are assigned a risk level of limited, moderate, or high. Most of the risk levels have been established by CMS based on an assessment of potential fraud, waste, and abuse for each provider type.
- Providers are [screened according to their assigned risk level](#). Screenings are conducted during enrollment, reenrollment, and revalidation.
- Certain provider types are subject to an [application fee](#). This fee has been federally mandated and may be adjusted annually. The fee is used to offset the cost of conducting screening activities.
- Providers are required to undergo revalidation every three years.
- All [physicians and other professionals who prescribe, refer, or order services](#) are required to be enrolled as a participating Medicaid provider.
- Payment suspensions are imposed on providers based on a credible allegation of fraud.
- Providers are required to submit personal information about all persons with an [ownership or controlling interest, agents, and managing employees](#) at the time of enrollment, re-enrollment, and revalidation.

Topic #194

## In-State Emergency Providers and Out-of-State Providers

ForwardHealth requires all in-state emergency providers and out-of-state providers who render services to BadgerCare Plus, Medicaid, or SeniorCare members to be [enrolled](#) in Wisconsin Medicaid. Information is available regarding the enrollment options for [in-state emergency providers](#) and [out-of-state providers](#).

In-state emergency providers and out-of-state providers who dispense covered outpatient drugs will be assigned a [professional dispensing fee](#) reimbursement rate of \$10.51.

Topic #193

## Materials for New Providers

On an ongoing basis, providers should refer to the Online Handbook for the most current BadgerCare Plus, Medicaid, and ADAP information. Future changes to policies and procedures are published in *ForwardHealth Updates*. Updates are available for viewing and downloading on the [ForwardHealth Publications page](#).

Topic #4457

## Provider Addresses

ForwardHealth has the capability to store the following types of addresses and contact information:

- *Practice location address and related information.* This address is where the provider's office is physically located and where records are normally kept. Additional information for the practice location includes the provider's office telephone number and the telephone number for members' use. With limited exceptions, the practice location and telephone number for members' use are published in a provider directory made available to the public.
- *Mailing address.* This address is where ForwardHealth will mail general information and correspondence. Providers should indicate accurate address information to aid in proper mail delivery.
- *PA address.* This address is where ForwardHealth will mail PA information.
- *Financial addresses.* Two separate financial addresses are stored for ForwardHealth. The checks address is where ForwardHealth will mail paper checks. The 1099 mailing address is where ForwardHealth will mail IRS Form 1099.

Providers may submit additional address information or modify their current information using the [demographic maintenance tool](#).

*Note:* Providers are cautioned that any changes to their practice location on file with Wisconsin Medicaid may alter their ZIP+4 code information required on transactions. Providers may verify the ZIP+4 code for their address on the [U.S. Postal Service website](#).

Topic #14157

## Provider Enrollment Information Home Page

ForwardHealth has consolidated all information providers will need for the enrollment process in one location on the ForwardHealth Portal. For information related to enrollment criteria and to complete online provider enrollment applications, providers should refer to the [Provider Enrollment Information home page](#).

The Provider Enrollment Information home page includes enrollment applications for each provider type and specialty eligible for enrollment with Wisconsin Medicaid. Prior to enrolling, providers may consult a provider enrollment criteria menu, which is a reference for each individual provider type detailing the information the provider may need to gather before beginning the enrollment process, including:

- Links to enrollment criteria for each provider type.
- Provider terms of reimbursement.
- Disclosure information.
- Category of enrollment.
- Additional documents needed (when applicable).

Providers will also have access to a list of links related to the enrollment process, including:

- o General enrollment information.
- o Regulations and forms.
- o Provider type-specific enrollment information.
- o In-state and out-of-state emergency enrollment information.
- o Contact information.

Information regarding enrollment policy and billing instructions may still be found in the Online Handbook.

Topic #1931

## Provider Type and Specialty Changes

### Provider Type

Providers who want to add a provider type or change their current provider type are required to complete a new [enrollment application](#) for each provider type they want to add or change to because they need to meet the enrollment criteria for each provider type.

### Provider Specialty

Providers who have the option to add or change a provider specialty can do so using the [demographic maintenance tool](#). After adding or changing a specialty, providers may be required to submit documentation to ForwardHealth, either by uploading through the demographic maintenance tool or by mail, supporting the addition or change.

Providers should contact [Provider Services](#) with any questions about adding or changing a specialty.

Topic #14317

## Terminology to Know for Provider Enrollment

Due to the ACA, ForwardHealth has adopted new terminology. The following table includes new terminology that will be useful to providers during the provider enrollment and revalidation processes. Providers may refer to the Medicaid rule 42 CFR s. 455.101 for more information.

New Terminology	Definition
Agent	Any person who has been delegated the authority to obligate or act on behalf of a provider.
Disclosing entity	A Medicaid provider (other than an individual practitioner or group of practitioners) or a fiscal agent.
Federal health care programs	Federal health care programs include Medicare, Medicaid, Title XX, and Title XXI.
Other disclosing agent	Any other Medicaid disclosing entity and any entity that does not participate in Medicaid but is required to disclose certain ownership and control information because of participation in any of the programs established under Title V, XVII, or XX of the Act. This includes: <ul style="list-style-type: none"> <li>• Any hospital, skilled nursing facility, home health agency, independent clinical laboratory, renal disease facility, rural health clinic, or HMO that participates in Medicare (Title XVIII)</li> <li>• Any Medicare intermediary or carrier</li> <li>• Any entity (other than an individual practitioner or group of practitioners) that furnishes, or arranges for the furnishing of, health-related services for which it claims payment under any plan or program established under Title V or XX of the Act</li> </ul>
Indirect ownership	An ownership interest in an entity that has an ownership interest in the disclosing entity. This term includes an ownership interest in any entity that has an indirect ownership in the disclosing entity.
Managing employee	A general manager, business manager, administrator, director, or other individual who exercises operational or managerial control over, or who directly or indirectly conducts the day-to-day operation of an institution, organization, or agency.
Ownership interest	The possession of equity in the capital, the stock, or the profits of the disclosing entity.
Person with an ownership or control interest	A person or corporation for which one or more of the following applies: <ul style="list-style-type: none"> <li>• Has an ownership interest totaling five percent or more in a disclosing entity</li> <li>• Has an indirect ownership interest equal to five percent or more in a disclosing entity</li> <li>• Has a combination of direct and indirect ownership interest equal to five percent or more in a disclosing entity</li> <li>• Owns an interest of five percent or more in any mortgage, deed of trust, note, or other obligation secured by the disclosing entity if that interest equals at least five percent of the value of the property or asset of the disclosing entity</li> <li>• Is an officer or director of a disclosing entity that is organized as a corporation</li> <li>• Is a person in a disclosing entity that is organized as a partnership</li> </ul>



Subcontractor	<ul style="list-style-type: none"> <li>• An individual, agency, or organization to which a disclosing entity has contracted or delegated some of its management functions or responsibilities of providing medical care to its patients; or,</li> <li>• An individual, agency, or organization with which a fiscal agent has entered into a contract, agreement, purchase order, or lease (or leases of real property) to obtain space, supplies, equipment, or services provided under the Medicaid agreement.</li> </ul>
Re-enrollment	Re-enrollment of a provider whose Medicaid enrollment has ended for any reason other than sanctions or failure to revalidate may be re-enrolled as long as all licensure and enrollment requirements are met. Providers should note that when they re-enroll, application fees and screening activities may apply. Re-enrollment was formerly known as re-instate.
Revalidation	All enrolled providers are required to revalidate their enrollment information every three years to continue their participation with Wisconsin Medicaid. Revalidation was formerly known as recertification.

*Note:* Providers should note that the CMS requires revalidation at least every five years. However, Wisconsin Medicaid will continue to revalidate providers every three years.

Topic #19597

## Variance of Enrollment Criteria

Any provider who is interested in enrollment with ForwardHealth as a certain provider specialty but who does not meet the published enrollment criteria for that provider specialty may request a variance. The provider is required to provide the following information to ForwardHealth:

- o The requested provider specialty
- o The specific enrollment requirement for which the variance is requested
- o The alternative qualification that is proposed to replace the previous requirement
- o Documentation of the training, education, experience, or credential that supports the proposed qualification
- o The time period for which the waiver or variance is requested
- o Reason(s) for the request
- o Contact information

Providers should mail completed variance requests to the following address:

Division of Health Care Access and Accountability  
 Bureau of Benefits Management  
 PO Box 309  
 Madison WI 53701-0309

ForwardHealth may require additional information prior to processing the request.

ForwardHealth will examine each request individually and issue a decision based on certain factors, including need, compliance history, and public safety. The fact that exceptions have been approved for other providers does not constitute evidence of need. When reviewing a variance request, ForwardHealth must determine the following in order to approve the request:

- o The variance will not adversely affect the health, safety, or welfare of a member.
- o Strict enforcement of the rule would result in unreasonable hardship on a member, or a proposed alternative to the rule is in the interest of better care or management.
- o The variance will comply with all state and federal statutes or regulations, ForwardHealth requirements, and any other regulatory requirements for ForwardHealth coverage.

## Provider Numbers

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Topic #3421

### Provider Identification

#### Health Care Providers

Health care providers are required to indicate an NPI on enrollment applications and electronic and paper transactions submitted to ForwardHealth.

The NPI is a 10-digit number obtained through the NPPES.

Providers should ensure that they have obtained an appropriate NPI prior to beginning their enrollment application. There are two kinds of NPIs:

- Entity Type 1 NPIs are for individuals who provide health care, such as physicians, dentists, and chiropractors.
- Entity Type 2 NPIs are for organizations that provide health care, such as hospitals, group practices, pharmacies, and home health agencies.

It is possible for a provider to qualify for both Entity Type 1 and Entity Type 2 NPIs. For example, an individual physical therapist may also be the owner of a therapy group that is a corporation and have two Wisconsin Medicaid enrollments — one enrollment as an individual physical therapist and the other enrollment as the physical therapy group. A Type 1 NPI for the individual enrollment and a Type 2 NPI for the group enrollment are required.

NPIs and classifications may be viewed on the [NPPES Web site](#). The [CMS Web site](#) includes more information on Type 1 and Type 2 NPIs.

Health care providers who are federally required to have an NPI are responsible for obtaining the appropriate certification for their NPI.

#### Non-healthcare Providers

Non-healthcare providers, such as SMV providers, personal care agencies, and blood banks, are exempt from federal NPI requirements. Providers exempt from federal NPI requirements are assigned a Medicaid provider number once their enrollment application is accepted; they are required to indicate this Medicaid provider number on electronic and paper transactions submitted to ForwardHealth.

Topic #5096

### Taxonomy Codes

Taxonomy codes are standard code sets used to provide information about provider type and specialty for the provider's enrollment. ForwardHealth uses taxonomy codes as additional data for correctly matching the NPI to the provider file.

Providers are required to use a taxonomy code when the NPI reported to ForwardHealth corresponds to multiple enrollments and the provider's practice location ZIP+4 code does not uniquely identify the provider.

Providers are allowed to report multiple taxonomy codes to ForwardHealth as long as the codes accurately describe the provider type and specialty for the provider's enrollment. When doing business with ForwardHealth, providers may use any one of the reported codes. Providers who report multiple taxonomy codes will be required to designate one of the codes as the primary taxonomy code; ForwardHealth will use this primary code for identification purposes.

Providers who wish to change their taxonomy code or add additional taxonomy codes may do so using the [demographic maintenance tool](#). Most taxonomy code changes entered through the demographic maintenance tool will take effect in real time; providers may use the new codes immediately on transactions.

Omission of a taxonomy code when it is required as additional data to identify the provider will cause claims and other transactions to be denied or delayed in processing.

*Note:* Taxonomy codes do not change provider enrollment or affect reimbursement terms.

Topic #5097

### ZIP Code

The ZIP code of a provider's practice location address on file with ForwardHealth must be a ZIP+4 code. The ZIP+4 code helps to identify a provider when the NPI reported to ForwardHealth corresponds to multiple enrollments and the reported taxonomy code does not uniquely identify the provider.

When a ZIP+4 code is required to identify a provider, omission of it will cause claims and other transactions to be denied or delayed in processing.

Providers may verify the ZIP+4 code for their address on the [U.S. Postal Service Web site](#).

## Provider Rights

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Topic #208

### A Comprehensive Overview of Provider Rights

Medicaid-enrolled providers have certain rights including, but not limited to, the following:

- Limiting the number of members they serve in a nondiscriminatory way.
- Ending participation in Wisconsin Medicaid.
- Applying for a discretionary waiver or variance of certain rules identified in Wisconsin Administrative Code.
- [Collecting payment from a member under limited circumstances.](#)
- Refusing services to a member if the member refuses or fails to present a ForwardHealth identification card. However, possession of a ForwardHealth card does not guarantee enrollment (e.g., the member may not be enrolled, may be enrolled only for limited benefits, or the ForwardHealth card may be invalid). Providers may confirm the current enrollment of the member by using one of the [EVS methods](#), including calling [Provider Services](#).

Topic #207

### Ending Participation

Providers other than home health agencies and nursing facilities may terminate participation in ForwardHealth according to [DHS 106.05](#), Wis. Admin. Code.

Providers choosing to withdraw should promptly notify their members to give them ample time to find another provider.

When withdrawing, the provider is required to do the following:

- Provide a written notice of the decision at least 30 days in advance of the termination.
- Indicate the effective date of termination.

Providers will not receive reimbursement for nonemergency services provided on and after the effective date of termination. Voluntary termination notices can be sent to the following address:

Wisconsin Medicaid  
 Provider Enrollment  
 313 Blettner Blvd  
 Madison WI 53784

If the provider fails to specify an effective date in the notice of termination, ForwardHealth may terminate the provider on the date the notice is received.

Topic #209

### Hearing Requests

A provider who wishes to contest a DHS action or inaction for which due process is required under [s. 227](#), Wis. Stats., may request a hearing by writing to the DHA.

A provider who wishes to contest the DHCAA's notice of intent to recover payment (e.g., to recoup for overpayments discovered in an audit by DHCAA) is required to request a hearing on the matter within the time period specified in the notice. The request, which must be in writing, should briefly summarize the provider's basis for contesting the DHS decision to withhold payment.

Refer to [DHS 106](#), Wis. Admin. Code, for detailed instructions on how to file an appeal.

If a timely request for a hearing is not received, the DHS may recover those amounts specified in its original notice from future amounts owed to the provider.

*Note:* Providers are not entitled to administrative hearings for billing disputes.

Topic #210

### Limiting the Number of Members

If providers choose to limit the number of members they see, they cannot accept a member as a private-pay patient. Providers should instead refer the member to another ForwardHealth provider.

Persons applying for or receiving benefits are protected against discrimination based on race, color, national origin, sex, religion, age, disability, or association with a person with a disability.

Topic #206

### Requesting Discretionary Waivers and Variances

In rare instances, a provider or member may apply for, and the DHCAA will consider applications for, a discretionary waiver or variance of certain rules in [DHS 102](#), [103](#), [104](#), [105](#), [107](#), and [108](#), Wis. Admin. Code. Rules that are not considered for a discretionary waiver or variance are included in [DHS 106.13](#), Wis. Admin. Code.

Waivers and variances are not available to permit coverage of services that are either expressly identified as noncovered or are not expressly mentioned in DHS 107, Wis. Admin. Code.

## Requirements

A request for a waiver or variance may be made at any time; however, all applications must be made in writing to the DHCAA. All applications are required to specify the following:

- The rule from which the waiver or variance is requested.
- The time period for which the waiver or variance is requested.
- If the request is for a variance, the specific alternative action proposed by the provider.
- The reasons for the request.
- Justification that all requirements for a discretionary waiver or variance would be satisfied.

The DHCAA may also require additional information from the provider or the member prior to acting on the request.

## Application

The DHCAA may grant a discretionary waiver or variance if it finds that all of the following requirements are met:

- The waiver or variance will not adversely affect the health, safety, or welfare of any member.
- Either the strict enforcement of a requirement would result in unreasonable hardship on the provider or on a member, or an alternative to a rule is in the interests of better care or management. An alternative to a rule would include a new concept, method, procedure or technique, new equipment, new personnel qualifications, or the implementation of a pilot project.
- The waiver or variance is consistent with all applicable state and federal statutes and federal regulations.
- Federal financial participation is available for all services under the waiver or variance, consistent with the Medicaid state plan, the federal CMS, and other applicable federal program requirements.
- Services relating to the waiver or variance are medically necessary.

To apply for a discretionary waiver or variance, providers are required to send their application to the following address:

Division of Health Care Access and Accountability  
Waivers and Variances  
PO Box 309  
Madison WI 53701-0309

## Sanctions

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Topic #211

### Intermediate Sanctions

According to [DHS 106.08\(3\)](#), Wis. Admin. Code, the DHS may impose intermediate sanctions on providers who violate certain requirements. Common examples of sanctions that the DHS may apply include the following:

- Review of the provider's claims before payment.
- Referral to the appropriate peer review organization, licensing authority, or accreditation organization.
- Restricting the provider's participation in BadgerCare Plus.
- Requiring the provider to correct deficiencies identified in a DHS audit.

Prior to imposing any alternative sanction under this section, the DHS will issue a written notice to the provider in accordance with [DHS 106.12](#), Wis. Admin. Code.

Any sanction imposed by the DHS may be appealed by the provider under DHS 106.12, Wis. Admin. Code. Providers may appeal a sanction by writing to the DHA.

Topic #212

### Involuntary Termination

The DHS may suspend or terminate the Medicaid enrollment of any provider according to [DHS 106.06](#), Wis. Admin. Code.

The suspension or termination may occur if both of the following apply:

- The DHS finds that any of the grounds for provider termination are applicable.
- The suspension or termination will not deny members access to services.

Reasonable notice and an opportunity for a hearing within 15 days will be given to each provider whose enrollment is terminated by the DHS. Refer to [DHS 106.07](#), Wis. Admin. Code, for detailed information regarding possible sanctions.

In cases where Medicare enrollment is required as a condition of enrollment with Wisconsin Medicaid, termination from Medicare results in automatic termination from Wisconsin Medicaid.

Topic #213

### Sanctions for Collecting Payment from Members

Under state and federal laws, if a provider inappropriately collects payment from an enrolled member, or authorized person acting on behalf of the member, that provider may be subject to program sanctions including termination of Medicaid enrollment. In addition, the provider may also be fined not more than \$25,000, or imprisoned not more than five years, or both, pursuant to 42 USC s. 1320a-7b(d) or [s. 49.49\(3m\)](#), Wis. Stats.

There may be narrow exceptions on when providers may [collect payment from members](#).

Topic #214

### Withholding Payments

The DHS may withhold full or partial Medicaid provider payments without prior notification if, as the result of any review or audit, the DHS finds reliable evidence of fraud or willful misrepresentation.

"Reliable evidence" of fraud or willful misrepresentation includes, but is not limited to, the filing of criminal charges by a prosecuting attorney against the provider or one of the provider's agents or employees.

The DHS is required to send the provider a written notice within five days of taking this action. The notice will generally set forth the allegations without necessarily disclosing specific information about the investigation.

# Reimbursement

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Archive Date:03/01/2018

## Reimbursement:Amounts

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Topic #258

### Acceptance of Payment

The amounts allowed as payment for covered services must be accepted as payment in full. Therefore, total payment for the service (i.e., any amount paid by other health insurance sources, any BadgerCare Plus or Medicaid copayment or spenddown amounts paid by the member, and any amount paid by BadgerCare Plus, Medicaid, or ADAP) may not exceed the allowed amount. As a result, providers may not collect payment from a member, or authorized person acting on behalf of the member, for the difference between their usual and customary charge and the allowed amount for a service (i.e., balance billing).

Other health insurance payments may exceed the allowed amount if no additional payment is received from the member or BadgerCare Plus, Medicaid, or ADAP.

Topic #694

### Billing Service and Clearinghouse Contracts

According to [DHS 106.03\(5\)\(c\)2](#), Wis. Admin. Code, contracts with outside billing services or clearinghouses may not be based on commission in which compensation for the service is dependent on reimbursement from BadgerCare Plus. This means compensation must be unrelated, directly or indirectly, to the amount of reimbursement or the number of claims and is not dependent upon the actual collection of payment.

Topic #8117

### Electronic Funds Transfer

EFT allows ForwardHealth to directly deposit payments into a provider's designated bank account for a more efficient delivery of payments than the current process of mailing paper checks. EFT is secure, eliminates paper, and reduces the uncertainty of possible delays in mail delivery.

Only in-state and border-status providers who submit claims and MCOs are eligible to receive EFT payments.

#### Provider Exceptions

EFT payments are not available to the following providers:

- In-state emergency providers.
- Out-of-state providers.
- Out-of-country providers.
- SMV providers during their provisional enrollment period.

#### Enrolling in Electronic Funds Transfer

A ForwardHealth Portal account is required to enroll into EFT as all enrollments must be completed via a secure Provider Portal account or a secure MCO Portal account. Paper enrollments are not accepted. A separate EFT enrollment is required for each financial payer a provider bills.

Providers who do not have a Portal account may [Request Portal Access](#) online. Providers may also call the [Portal Helpdesk](#) for assistance in requesting a Portal account.

The following guidelines apply to EFT enrollment:

- Only a Portal Administrator or a clerk that has been assigned the "EFT" role on the Portal may complete the EFT enrollment information.
- Organizations cannot revert back to receiving paper checks once enrolled in EFT.
- Organizations may change their EFT information at any time.
- Organizations will continue to receive their Remittance Advice as they do currently.

Refer to the Electronic Funds Transfer User Guide on the [Portal User Guides page](#) of the Portal for instructions and more information about EFT enrollment.

Providers will continue to receive payment via paper check until the enrollment process moves into "Active" status and the provider's ForwardHealth EFT enrollment is considered complete.

#### Recoupment and Reversals

Enrollment in EFT does not change the current process of recouping funds. Overpayments and recoupment of funds will continue to be conducted through the reduction of payments.

*Note:* Enrolling in EFT does not authorize ForwardHealth to make unauthorized debits to the provider's EFT account; however, in some instances an EFT reversal of payment may be necessary. For example, if the system generates a payment twice or the amount entered manually consists of an incorrect value (e.g., a decimal point is omitted creating a \$50,000 keyed value for a \$500 claim), a reversal will take place to correct the error and resend the correct transaction value. ForwardHealth will notify the designated EFT contact person of an EFT reversal if a payment is made in error due to a system processing or manual data entry error.

#### Problem Resolution

If payment is not deposited into the designated EFT account according to the ForwardHealth payment cycle, providers should first check with their financial institution to confirm the payment was received. If the payment was not received, providers should then call [Provider Services](#) to resolve the issue and payment by paper check will be reinstated until the matter has been resolved.

Topic #897

## Fee Schedules

[Maximum allowable fee](#) information is available on the ForwardHealth Portal in the following forms:

- Interactive fee schedule
- Downloadable fee schedule in TXT files

Certain fee schedules are interactive. Interactive fee schedules provide coverage information as well as maximum allowable fees for all reimbursable procedure codes. The downloadable TXT files are free of charge and provide basic maximum allowable fee information for BadgerCare Plus by provider service area.

A provider may request a paper copy of a fee schedule by calling [Provider Services](#).

Providers may call Provider Services in the following cases:

- Internet access is not available.
- There is uncertainty as to which fee schedule should be used.
- The appropriate fee schedule cannot be found on the Portal.
- To determine coverage or maximum allowable fee of procedure codes not appearing on a fee schedule.

Topic #260

## Maximum Allowable Fees

Maximum allowable fees are established for most covered services. Maximum allowable fees are based on various factors, including a review of usual and customary charges submitted, the Wisconsin State Legislature's Medicaid budgetary constraints, and other relevant economic limitations. Maximum allowable fees may be adjusted to reflect reimbursement limits or limits on the availability of federal funding as specified in federal law.

Providers are reimbursed at the lesser of their billed amount and the maximum allowable fee for the procedure.



## Collecting Payment From Members

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Topic #227

### Conditions That Must Be Met

A member may request a noncovered service, a covered service for which PA was denied (or modified), or a service that is not covered under the member's limited benefit category. The charge for the service may be collected from the member if the following conditions are met *prior* to the delivery of that service:

- The member accepts responsibility for payment.
- The provider and member make payment arrangements for the service.

Providers are strongly encouraged to obtain a *written* statement in advance documenting that the member has accepted responsibility for the payment of the service.

Furthermore, the service must be separate or distinct from a related, covered service. For example, a vision provider may provide a member with eyeglasses but then, upon the member's request, provide and charge the member for anti-glare coating, which is a noncovered service. Charging the member is permissible in this situation because the anti-glare coating is a separate service and can be added to the lenses at a later time.

Topic #538

### Cost Sharing

According to federal regulations, providers cannot hold a member responsible for any commercial or Medicare cost-sharing amount such as coinsurance, copayment, or deductible. Therefore, a provider may not collect payment from a member, or authorized person acting on behalf of the member, for copayments required by other health insurance sources. Instead, the provider should collect from the member *only* the Medicaid or BadgerCare Plus copayment amount indicated on the member's remittance information.

Topic #224

### Situations When Member Payment Is Allowed

Providers may not collect payment from a member, or authorized person acting on behalf of the member, *except* for the following:

- Required member [copayments](#) for certain services.
- Commercial insurance payments made to the member.
- [Spendedown](#).
- Charges for a [private room](#) in a nursing home if meeting the requirements stated in Wis. Admin. Code § DHS 107.09(4)(k), or in a hospital if meeting the requirements stated in Wis. Admin. Code § DHS 107.08(3)(a)2.
- Noncovered services if certain conditions are met.
- Covered services for which PA was denied (or an originally requested service for which a PA request was modified) if certain conditions are met. These services are treated as noncovered services.
- Services provided to a member in a limited benefit category when the services are not covered under the limited benefit and if certain conditions are met.

If a provider inappropriately collects payment from a member, or authorized person acting on behalf of the member, that provider may be subject to program sanctions including termination of Medicaid enrollment.

## Copayment

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Topic #231

### Exemptions

#### Medicaid and BadgerCare Plus Copayment Exemptions

According to [DHS 104.01\(12\)\(a\)](#), Wis. Admin. Code, and [42 CFR s. 447.56](#), providers are prohibited from collecting any copayments from the following Medicaid and BadgerCare Plus members:

- Children in a mandatory coverage category. In Wisconsin, this includes the following:
  - Children in foster care, regardless of age.
  - Children in adoption assistance, regardless of age.
  - Children younger than age 1 year with household income up to 150 percent of the FPL.
  - Children ages 1 through 5 years with household income up to 185 percent of the FPL.
  - Children ages 6 through 18 years with household incomes at or below 133 percent of the FPL.
- Children in the Katie Beckett program, regardless of age.
- Children who are American Indian or Alaskan Natives who are enrolled in the state's CHIP. (*Note:* Wisconsin's Enrollment Verification System [EVS] will identify these children as exempt from copayment.)
- American Indians or Alaskan Natives, regardless of age or income level, who are receiving or have ever received items and services either directly from an Indian health care provider or through referral under contract health services. (*Note:* Until further notice, Wisconsin Medicaid and BadgerCare Plus will apply this exemption policy for *all* services regardless of whether a tribal health care provider or a contracted entity provides the service. Providers may not collect copayment from any individual identified in the EVS as an American Indian or Alaskan Native.)
- Terminally ill individuals receiving hospice care.
- Nursing home residents.
- Members enrolled in Wisconsin Well Woman Medicaid.
- Individuals eligible through EE.
- Children younger than age 18 who are in SSI or an SSI-related eligibility group.

The following services do not require copayments from any member enrolled in Wisconsin Medicaid or BadgerCare Plus:

- Behavioral treatment.
- Care coordination services (prenatal and child care coordination).
- CRS.
- Crisis intervention services.
- CSP services.
- Comprehensive community services.
- Emergency services.
- Family planning services and supplies, including sterilizations.
- HealthCheck services.
- Home care services (home health, personal care, and PDN services).
- Hospice care services.
- Immunizations, including approved vaccines recommended to adults by the [ACIP](#).
- Independent laboratory services.
- Injections.
- Pregnancy-related services.
- Preventive services with an A or B rating\* from the [USPSTF](#)\*\*.
- SBS.
- Substance abuse day treatment services.
- Surgical assistance.
- Targeted case management services.

*Note:* Providers may not impose cost sharing for health-care acquired conditions or other provider-preventable services as defined in federal law under [42 CFR s. 447.26\(b\)](#).

\* Providers are required to add CPT modifier 33 to identify USPSTF services that are not specifically identified as preventive in nature. The definition for modifier 33 reads as follows:

When the primary purpose of the service is the delivery of an evidence based service in accordance with a US Preventive Services Task Force A or B rating in effect and other preventive services identified in preventive services mandates (legislative or regulatory), the service may be identified by adding 33 to the procedure. For separately reported services specifically identified as preventive, the modifier should not be used.

Since many of the USPSTF recommendations are provided as part of a regular preventive medicine visit, ForwardHealth will not deduct a copayment for these services (CPT procedure codes 99381-99387 and 99391-99397).

\*\* The USPSTF recommendations include screening tests, counseling, immunizations, and preventive medications for targeted populations. These services must be provided or recommended by a physician or other licensed practitioner of the healing arts within the scope of their practice.

Topic #19077

### Prohibited

Providers are prohibited from collecting copayments from members for services covered under the behavioral treatment benefit.

## Payer of Last Resort

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Topic #242

### Instances When Medicaid Is Not Payer of Last Resort

Wisconsin Medicaid or BadgerCare Plus are *not* the payer of last resort for members who receive coverage from certain governmental programs, such as:

- Birth to 3.
- Crime Victim Compensation Fund.
- GA.
- HCBS waiver programs.
- IDEA.
- Indian Health Service.
- Maternal and Child Health Services.
- WCDP.
  - Adult Cystic Fibrosis.
  - Chronic Renal Disease.
  - Hemophilia Home Care.

Providers should ask members if they have coverage from these other governmental programs.

If the member becomes retroactively enrolled in Wisconsin Medicaid or BadgerCare Plus, providers who have already been reimbursed by one of these government programs may be required to submit the claims to ForwardHealth and refund the payment from the government program.

Topic #251

### Other Health Insurance Sources

BadgerCare Plus reimburses only that portion of the allowed cost remaining after a member's other health insurance sources have been exhausted. Other health insurance sources include the following:

- [Commercial fee-for-service plans.](#)
- [Commercial managed care plans.](#)
- Medicare supplements (e.g., Medigap).
- Medicare.
- Medicare Advantage.
- TriCare.
- CHAMPVA.
- Other governmental benefits.

Topic #253

### Payer of Last Resort

Except for a few instances, Wisconsin Medicaid or BadgerCare Plus are the payer of last resort for any covered services. Therefore, the provider is required to make a reasonable effort to exhaust all existing other health insurance sources before submitting claims to ForwardHealth or to a state-contracted MCO.

Topic #255

### Primary and Secondary Payers

The terms "primary payer" and "secondary payer" indicate the relative order in which insurance sources are responsible for paying claims.

In general, commercial health insurance is primary to Medicare, and Medicare is primary to Wisconsin Medicaid and BadgerCare Plus. Therefore, Wisconsin Medicaid and BadgerCare Plus are secondary to Medicare, and Medicare is secondary to commercial health insurance.

## Reimbursement Not Available

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Topic #695

### Reimbursement Not Available Through a Factor

BadgerCare Plus will not reimburse providers through a factor, either directly or by virtue of a power of attorney given to the factor by the provider. A factor is an organization (e.g., a collection agency) or person who advances money to a provider for the purchase or transfer of the provider's accounts receivable. The term "factor" does not include business representatives, such as billing services, clearinghouses, or accounting firms, which render statements and receive payments in the name of the provider.

Topic #51

### Services Not Separately Reimbursable

If reimbursement for a service is included in the reimbursement for the primary procedure or service, it is not separately reimbursable. For example, routine venipuncture is not separately reimbursable, but it is included in the reimbursement for the laboratory procedure or the laboratory test preparation and handling fee. Also, DME delivery charges are included in the reimbursement for DME items.

# Resources

# 9

Archive Date:03/01/2018

## Resources:Contact Information

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Topic #476

### Member Services

Providers should refer ForwardHealth members with questions to [Member Services](#). The telephone number for Member Services is for member use only.

Topic #473

### Provider Relations Representatives

The Provider Relations representatives, also known as field representatives, conduct training sessions on various ForwardHealth topics for both large and small groups of providers and billers. In addition to provider education, field representatives are available to assist providers with complex billing and claims processing questions. Field representatives are located throughout the state to offer detailed assistance to all ForwardHealth providers and all ForwardHealth programs.

#### Field Representative Specialization

The field representatives are assigned to [specific regions](#) of the state. In addition, the field representatives have [specialized](#) in a group of provider types. This specialization allows the field representatives to most efficiently and effectively address provider inquiries. To better direct inquiries, providers should contact the field representative in [their region who specializes in their provider type](#).

#### Provider Education

The field representatives' primary focus is provider education. They provide information on ForwardHealth programs and topics in the following ways:

- Conducting provider training sessions throughout the state.
- Providing training and information for newly enrolled providers and/or new staff.
- Participating in professional association meetings.

Providers may also contact the field representatives if there is a specific topic, or topics, on which they would like to have an individualized training session. This could include topics such as use of the Portal (information about claims, enrollment verification, and PA requests on the Portal). Refer to the [Providers Trainings page](#) for the latest information on training opportunities.

#### Additional Inquiries

Providers are encouraged to initially obtain information through the ForwardHealth Portal, WiCall, and Provider Services. If these attempts are not successful, field representatives may be contacted for the following types of inquiries:

- Claims, including discrepancies regarding enrollment verification and claim processing.
- PES claims submission software.
- Claims processing problems that have not been resolved through other channels (e.g., telephone or written correspondence).
- Referrals by a Provider Services telephone correspondent.
- Complex issues that require extensive explanation.

Field representatives primarily work outside their offices to provide on-site service; therefore, providers should be prepared to leave a complete message when contacting field representatives, including all pertinent information related to the inquiry. Member inquiries should not be directed to field representatives. Providers should refer members to [Member Services](#).

If contacting a field representative by e-mail, providers should ensure that no individually identifiable health information, known as PHI, is included in the message. PHI can include things such as the member's name combined with his/her identification number or SSN.

#### Information to Have Ready

Providers or their representatives should have the following information ready when they call:

- Name or alternate contact.
- County and city where services are provided.
- Name of facility or provider whom they are representing.
- NPI or provider number.
- Telephone number, including area code.
- A concise statement outlining concern.
- Days and times when available.

For questions about a specific claim, providers should also include the following information:

- Member's name.
- Member identification number.
- Claim number.
- DOS.

Topic #474

## Provider Services

Providers should call [Provider Services](#) to answer enrollment, policy, and billing questions. Members should call [Member Services](#) for information. Members should *not* be referred to Provider Services.

The Provider Services Call Center provides service-specific assistance to Medicaid, BadgerCare Plus, WCDP, and WWWP providers.

### Ways Provider Services Can Help

The Provider Services Call Center is organized to include program-specific and service-specific assistance to providers. The Provider Services call center supplements the ForwardHealth Portal and WiCall by providing information on the following:

- Billing and claim submissions.
- Provider enrollment.
- COB (e.g., verifying a member's other health insurance coverage).
- Assistance with completing forms.
- Assistance with remittance information and claim denials.
- Policy clarification.
- PA status.
- Verifying covered services.

### Information to Have Ready

When contacting or transferring from WiCall to the call center, callers will be prompted to enter their NPI or provider ID. Additionally, to facilitate service, providers are recommended to have all pertinent information related to their inquiry on hand when contacting the call center, including:

- Provider name and NPI or provider ID.
- Member name and member identification number.
- Claim number.
- PA number.
- DOS.
- Amount billed.
- RA.
- Procedure code of the service in question.
- Reference to any provider publications that address the inquiry.

### Call Center Correspondent Team

The ForwardHealth call center correspondents are organized to respond to telephone calls from providers. Correspondents offer assistance and answer inquiries specific to the program (i.e., Medicaid, WCDP, or WWWP) or to the service area (i.e., pharmacy services, hospital services) in which they are designated.

### Call Center Menu Options and Inquiries

Providers contacting Provider Services are prompted to select from the following menu options:

- Member enrollment — for member enrollment inquiries and verification.
- Claim and PA status — for claim and PA status inquiries.
- Pharmacy — for drug claim, policy, and drug authorization inquiries.
- Dental — for dental inquiries.
- Policy — for all policy questions except those for pharmacy and dental.
- Provider enrollment — for provider enrollment and revalidation questions.
- EHR — for EHR inquiries.

### Walk-in Appointments

Walk-in appointments offer face-to-face assistance for providers at the Provider Services office. Providers are encouraged to contact the Provider Services Call Center to schedule a walk-in appointment.

### Written Inquiries

Providers may contact Provider Services through the Portal by selecting the "Contact Us" link. Provider Services will respond to the inquiry by the preferred method of response indicated within five business days. All information is transmitted via a secure connection to protect personal health information.

Providers may submit written inquiries to ForwardHealth by mail using the [Written Correspondence Inquiry](#) form. The Written Correspondence Inquiry form may be photocopied or downloaded via a link from the Portal. Written correspondence should be sent to the following address:

ForwardHealth  
 Provider Services Written Correspondence  
 313 Blettner Blvd  
 Madison WI 53784

Providers are encouraged to use the other resources before mailing a written request to ForwardHealth. Provider Services will respond to written inquiries in writing unless



otherwise specified.

Topic #475

## **Provider Suggestions**

The DHCAA is interested in improving its program for providers and members. Providers who would like to suggest a revision of any policy or procedure stated in provider publications or who wish to suggest new policies are encouraged to submit recommendations on the [Provider Suggestion](#) form.

Topic #4456

## **Resources Reference Guide**

The Provider Services and Resources Reference Guide lists services and resources available to providers and members with contact information and hours of availability.

## Provider Services and Resources Reference Guide

The Provider Services and Resources Reference Guide lists services and resources available to providers and members with contact information and hours of availability.

<b>ForwardHealth Portal</b>	<a href="http://www.forwardhealth.wi.gov/">www.forwardhealth.wi.gov/</a>	<b>24 hours a day, seven days a week</b>
Public and secure access to ForwardHealth information with direct link to contact Provider Services for up-to-date access to ForwardHealth programs information, including publications, fee schedules, and forms.		
<b>WiCall Automated Voice Response System</b>	<b>(800) 947-3544</b>	<b>24 hours a day, seven days a week</b>
WiCall, the ForwardHealth Automated Voice Response system, provides responses to the following inquiries: <ul style="list-style-type: none"> <li>• Checkwrite.</li> <li>• Claim status.</li> <li>• Prior authorization.</li> <li>• Member enrollment.</li> </ul>		
<b>ForwardHealth Provider Services Call Center</b>	<b>(800) 947-9627</b>	<b>Monday through Friday, 7:00 a.m. to 6:00 p.m. (Central Standard Time)*</b>
To assist providers in the following programs: <ul style="list-style-type: none"> <li>• BadgerCare Plus.</li> <li>• Medicaid.</li> <li>• SeniorCare.</li> <li>• Wisconsin Well Woman Medicaid.</li> <li>• Wisconsin Chronic Disease Program (WCDP).</li> <li>• Wisconsin Well Woman Program (WWWP).</li> <li>• Wisconsin Medicaid and BadgerCare Plus Managed Care Programs.</li> </ul>		
<b>ForwardHealth Portal Helpdesk</b>	<b>(866) 908-1363</b>	<b>Monday through Friday, 8:30 a.m. to 4:30 p.m. (Central Standard Time)*</b>
To assist providers and trading partners with technical questions regarding Portal functions and capabilities, including Portal accounts, registrations, passwords, and submissions through the Portal.		
<b>Electronic Data Interchange Helpdesk</b>	<b>(866) 416-4979</b>	<b>Monday through Friday, 8:30 a.m. to 4:30 p.m. (Central Standard Time)*</b>
For providers, trading partners, billing services, and clearinghouses with technical questions about the following: <ul style="list-style-type: none"> <li>• Electronic transactions.</li> <li>• Companion documents.</li> <li>• Provider Electronic Solutions (PES) software.</li> </ul>		
<b>Managed Care Provider Appeals</b>	<b>(800) 760-0001, Option 1</b>	<b>Monday through Friday, 7:00 a.m. to 6:00 p.m. (Central Standard Time)*</b>
To assist BadgerCare Plus and Medicaid Supplemental Security Income (SSI) managed care providers with questions regarding their appeal status and other general managed care provider appeal information.		
<b>Managed Care Ombudsman Program</b>	<b>(800) 760-0001</b>	<b>Monday through Friday, 7:00 a.m. to 6:00 p.m. (Central Standard Time)*</b>
To assist managed care enrollees with questions about enrollment, rights, responsibilities, and general managed care information.		
<b>Member Services</b>	<b>(800) 362-3002</b>	<b>Monday through Friday, 8:00 a.m. to 6:00 p.m. (Central Standard Time)*</b>
To assist ForwardHealth members or persons calling on behalf of members with program information and requirements, enrollment, finding certified providers, and resolving concerns.		
<b>Wisconsin AIDS Drug Assistance Program (ADAP)</b>	<b>(800) 991-5532</b>	<b>Monday through Friday, 8:00 a.m. to 4:30 p.m. (Central Standard Time)*</b>
To assist ADAP providers and members, or persons calling on behalf of members, with program information and requirements, enrollment, finding enrolled providers, and resolving concerns.		

\*With the exception of state-observed holidays.

## Electronic Data Interchange

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Topic #459

### Companion Guides and NCPDP Version D.0 Payer Sheet

Companion guides and the NCPDP version D.0 payer sheet are available for download on the ForwardHealth Portal.

#### Purpose of Companion Guides

ForwardHealth [companion guides and payer sheet](#) provide trading partners with useful technical information on ForwardHealth's standards for nationally recognized electronic transactions.

The information in companion guides and payer sheet applies to BadgerCare Plus, Medicaid, SeniorCare, ADAP, WCDP, and WWWP. Companion guides and payer sheet are intended for information technology and systems staff who code billing systems or software.

The companion guides and payer sheet complement the federal HIPAA implementation guides and highlight information that trading partners need to successfully exchange electronic transactions with ForwardHealth, including general topics such as the following:

- Methods of exchanging electronic information (e.g., exchange interfaces, transaction administration, and data preparation).
- Instructions for constructing the technical component of submitting or receiving electronic transactions (e.g., claims, RA, and enrollment inquiries).

Companion guides and payer sheet do *not* include program requirements, but help those who create the electronic formats for electronic data exchange.

Companion guides and payer sheet cover the following specific subjects:

- Getting started (e.g., identification information, testing, and exchange preparation).
- Transaction administration (e.g., tracking claims submissions, contacting the [EDI Helpdesk](#)).
- Transaction formats.

#### Revisions to Companion Guides and Payer Sheet

Companion guides and payer sheet may be updated as a result of changes to federal requirements. When this occurs, ForwardHealth will do the following:

- Post the revised companion guides and payer sheet on the ForwardHealth Portal.
- Post a message on the banner page of the RA.
- Send an e-mail to trading partners.

Trading partners are encouraged to periodically check for revised companion guides and payer sheet on the Portal. If trading partners do not follow the revisions identified in the companion guides or payer sheet, transactions may not process successfully (e.g., claims may deny or process incorrectly).

A change summary located at the end of the revised companion guide lists the changes that have been made. The date on the companion guide reflects the date the revised companion guide was posted to the Portal. In addition, the version number located in the footer of the first page is changed with each revision.

Revisions to the payer sheet are listed in Appendix A. The date on the payer sheet reflects the date the revised payer sheet was posted to the Portal.

Topic #460

### Data Exchange Methods

The following data exchange methods are supported by the [EDI Helpdesk](#):

- Remote access server dial-up, using a personal computer with a modem, browser, and encryption software.
- Secure Web, using an Internet Service Provider and a personal computer with a modem, browser, and encryption software.
- Real-time, by which trading partners exchange the NCPDP D.0, 270/271, 276/277, or 278 transactions via an approved clearinghouse.

The EDI Helpdesk supports the exchange of the transactions for BadgerCare Plus, Medicaid, SeniorCare, ADAP, WCDP, and WWWP.

Topic #461

### Electronic Data Interchange Helpdesk

The [EDI Helpdesk](#) assists anyone interested in becoming a trading partner with getting started and provides ongoing support pertaining to electronic transactions. Providers, billing services, and clearinghouses are encouraged to contact the EDI Helpdesk for test packets and/or technical questions.

Providers with policy questions should call [Provider Services](#).

Topic #462

### Electronic Transactions

HIPAA ASC X12 Version 5010 Companion Guides and the NCPDP Version D.0 Payer Sheet are available for download on the [HIPAA Version 5010 Companion Guides and NCPDP Version D.0 Payer Sheet Page](#) of the ForwardHealth Portal.

Trading partners may submit claims and adjustment requests, inquire about member enrollment, claim status, and ForwardHealth payment advice by exchanging electronic transactions.

Through the [EDI Helpdesk](#), trading partners may exchange the following electronic transactions:

- 270/271. The 270 is the electronic transaction for inquiring about a member's enrollment. The 271 is received in response to the inquiry.
- 276/277. The 276 is the electronic transaction for checking claim status. The 277 is received in response.
- 278. The electronic transaction for health care service PA requests.
- 835. The electronic transaction for receiving remittance information.
- 837. The electronic transaction for submitting claims and adjustment requests.
- 999. The electronic transaction for reporting whether a transaction is accepted or rejected.
- TA1 interChange Acknowledgment. The electronic transaction for reporting a transaction that is rejected for interChange-level errors.
- NCPDP D.0 Telecommunication Standard for Retail Pharmacy claims. The real-time POS electronic transaction for submitting pharmacy claims.

Topic #463

## Provider Electronic Solutions Software

ForwardHealth offers electronic billing software at no cost to providers. PES software allows providers to submit 837 transactions and download the 999 and the 835 transactions. To obtain PES software, providers may download it from the [ForwardHealth Portal](#). For assistance installing and using PES software, providers may call the [EDI Helpdesk](#).

Topic #464

## Trading Partner Profile

A [Trading Partner Profile](#) must be completed and signed for each billing provider number that will be used to exchange electronic transactions.

In addition, billing providers who do not use a third party to exchange electronic transactions, billing services, and clearinghouses are required to complete a Trading Partner Profile.

To determine whether a Trading Partner Profile is required, providers should refer to the following:

- Billing providers who do not use a third party to exchange electronic transactions, including providers who use the PES software, are required to complete the Trading Partner Profile.
- Billing providers who use a third party (billing services and clearinghouses) to exchange electronic transactions are required to submit a Trading Partner Profile.
- Billing services and clearinghouses, including those that use PES software, that are authorized by providers to exchange electronic transactions on a provider's behalf, are required to submit a Trading Partner Profile.

Providers who change billing services and clearinghouses or become a trading partner should keep their information updated by contacting the [EDI Helpdesk](#).

Topic #465

## Trading Partners

ForwardHealth exchanges nationally recognized electronic transactions with trading partners. A "trading partner" is defined as a covered entity that exchanges electronic health care transactions. The following covered entities are considered trading partners:

- Providers who exchange electronic transactions directly with ForwardHealth.
- Billing services and clearinghouses that exchange electronic transactions directly with ForwardHealth on behalf of a billing provider.

## Enrollment Verification

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Topic #256

### 270/271 Transactions

The [270/271](#) transactions allow for batch enrollment verification, including information for the current benefit month or for any date of eligibility the member has on file, through a secure Internet connection. The 270 is the electronic transaction for inquiring about a member's enrollment. The 271 is received in response to the inquiry.

For those providers who are federally required to have an NPI, an NPI is required on the 270/271 transactions. The NPI indicated on the 270 is verified to ensure it is associated with a valid enrollment on file with ForwardHealth. The 271 response will report the NPI that was indicated on the 270.

For those providers exempt from NPI, a provider ID is required on the 270/271 transactions. The provider ID indicated on the 270 is verified to ensure it is associated with a valid enrollment on file with ForwardHealth. The 271 response will report the provider ID that was indicated on the 270.

Topic #469

### An Overview

Providers should always verify a member's enrollment before providing services, both to determine enrollment for the current date (since a member's enrollment status may change) and to discover any limitations to the member's coverage. Each enrollment verification method allows providers to verify the following prior to services being rendered:

- A member's enrollment in a ForwardHealth program(s).
- State-contracted MCO enrollment.
- Medicare enrollment.
- Limited benefits categories.
- Any other commercial health insurance coverage.
- Exemption from copayments for BadgerCare Plus members.

Topic #259

### Commercial Enrollment Verification Vendors

ForwardHealth has agreements with several [commercial enrollment verification vendors](#) to offer enrollment verification technology to ForwardHealth providers. Commercial enrollment verification vendors have up-to-date access to the ForwardHealth enrollment files to ensure that providers have access to the most current enrollment information. Providers may access Wisconsin's EVS to verify member enrollment through one or more of the following methods available from commercial enrollment verification vendors:

- Magnetic stripe card readers.
- Personal computer software.
- Internet.

Vendors sell magnetic stripe card readers, personal computer software, Internet access, and other services. They also provide ongoing maintenance, operations, and upgrades of their systems. Providers are responsible for the costs of using these enrollment verification methods.

*Note:* Providers are *not* required to purchase services from a commercial enrollment verification vendor. For more information on other ways to verify member enrollment or for questions about ForwardHealth identification cards, contact [Provider Services](#).

The real-time enrollment verification methods allow providers to print a paper copy of the member's enrollment information, including a transaction number, for their records. Providers should retain this number or the printout as proof that an inquiry was made.

#### Magnetic Stripe Card Readers

The magnetic stripe card readers resemble credit card readers. Some ForwardHealth identification cards have a magnetic stripe and signature panel on the back, and a unique, 16-digit card number on the front. The 16-digit card number is valid only for use with a magnetic card reader.

Providers receive current member enrollment information after passing the ForwardHealth card through the reader or entering the member identification number or card number into a keypad and entering the DOS about which they are inquiring.

#### Personal Computer Software

Personal computer software can be integrated into a provider's current computer system by using a modem and can access the same information as the magnetic stripe card readers.

#### Internet Access

Some enrollment verification vendors provide real-time access to enrollment from the EVS through the Internet.

Topic #4903

## Copayment Information

If a member is enrolled in BadgerCare Plus or Wisconsin Medicaid and is exempt from paying copayments for services, providers will receive the following response to an enrollment query from all methods of enrollment verification:

- The name of the benefit plan.
- The member's enrollment dates.
- The message, "No Copay."

If a member is enrolled in BadgerCare Plus, Medicaid, or SeniorCare and is required to pay a copayment, the provider will be given the name of the benefit plan in which the member is enrolled and the member's enrollment dates for the benefit plan only.

Topic #264

## Enrollment Verification System

Member enrollment issues are the primary reason claims are denied. To reduce claim denials, providers should *always* verify a member's enrollment before providing services, both to determine enrollment for the current date (since a member's enrollment status may change) and to discover any limitations to the member's coverage. Providers may want to verify the member's enrollment a second time before submitting a claim to find out whether the member's enrollment information has changed since the appointment.

Providers can access Wisconsin's EVS to receive the most current enrollment information through the following methods:

- ForwardHealth Portal.
- [WiCall](#), Wisconsin's AVR system.
- Commercial enrollment verification vendors.
- 270/271 transactions.
- [Provider Services](#).

Providers cannot charge a member, or authorized person acting on behalf of the member, for verifying his or her enrollment.

The EVS does not indicate other government programs that are secondary to Wisconsin Medicaid.

Topic #4901

## Enrollment Verification on the Portal

The secure ForwardHealth Portal offers real-time member enrollment verification for all ForwardHealth programs. Providers will be able to use this tool to determine:

- The benefit plan(s) in which the member is enrolled.
- If the member is enrolled in a state-contracted managed care program (for Medicaid and BadgerCare Plus members).
- If the member has any other coverage, such as Medicare or commercial health insurance.
- If the member is exempted from copayments (BadgerCare Plus members only).

To access enrollment verification via the ForwardHealth Portal, providers will need to do the following:

- Go to the ForwardHealth Portal.
- Establish a provider account.
- Log into the secure Portal.
- Click on the menu item for enrollment verification.

Providers will receive a unique transaction number for each enrollment verification inquiry. Providers may access a history of their enrollment inquiries using the Portal, which will list the date the inquiry was made and the enrollment information that was given on the date that the inquiry was made. For a more permanent record of inquiries, providers are advised to use the "print screen" function to save a paper copy of enrollment verification inquiries for their records or document the transaction number at the beginning of the response, for tracking or research purposes. This feature allows providers to access enrollment verification history when researching claim denials due to enrollment issues.

The Provider Portal is available 24 hours a day, seven days a week.

Topic #4900

## Entering Dates of Service

Enrollment information is provided based on a "From" DOS and a "To" DOS that the provider enters when making the enrollment inquiry. For enrollment inquiries, a "From" DOS is the earliest date for which the provider is requesting enrollment information and the "To" DOS is the latest date for which the provider is requesting enrollment information.

Providers should use the following guidelines for entering DOS when verifying enrollment for Wisconsin Medicaid, BadgerCare Plus, SeniorCare, or WCDP members:

- The "From" DOS is the earliest date the provider requires enrollment information.
- The "To" DOS must be within 365 days of the "From" DOS.
- If the date of the request is prior to the 20th of the current month, then providers may enter a "From" DOS and "To" DOS up to the end of the current calendar month.
- If the date of the request is on or after the 20th of the current month, then providers may enter a "From" DOS and "To" DOS up to the end of the following calendar month.

For example, if the date of the request was November 15, 2008, the provider could request dates up to and including November 30, 2008. If the date of the request was November 25, 2008, the provider could request dates up to and including December 31, 2008.

Topic #265

## Member Forgets ForwardHealth Identification Card

Even if a member does not present a ForwardHealth identification card, a provider can use Wisconsin's EVS to verify enrollment; otherwise, the provider may choose not to provide the service(s) until a member brings in a ForwardHealth card.

A provider may use a combination of the member's name, date of birth, ForwardHealth identification number, or SSN with a "0" at the end to access enrollment information through the EVS.

A provider may call [Provider Services](#) with the member's full name and date of birth to obtain the member's enrollment information if the member's identification number or SSN is not known.

Topic #4899

## Member Identification Card Does Not Guarantee Enrollment

Most members receive a member identification card, but possession of a program identification card does not guarantee enrollment. Periodically, members may become ineligible for enrollment, only to re-enroll at a later date. Members are told to keep their cards even though they may have gaps in enrollment periods. It is possible that a member will present a card when he or she is not enrolled; therefore, it is essential that providers verify enrollment before providing services. To reduce claim denials, it is important that providers verify the following information prior to each DOS that services are provided:

- If a member is enrolled in any ForwardHealth program, including benefit plan limitations.
- If a member is enrolled in a managed care organization.
- If a member is in primary provider lock-in status.
- If a member has Medicare or other insurance coverage.

Topic #4898

## Responses Are Based on Financial Payer

When making an enrollment inquiry through Wisconsin's EVS, the returned response will provide information on the member's enrollment in benefit plans based on financial payers.

There are three financial payers under ForwardHealth:

- Medicaid (Medicaid is the financial payer for Wisconsin Medicaid, BadgerCare Plus, and SeniorCare).
- WCDP.
- WWWP.

Within each financial payer are benefit plans. Each member is enrolled under at least one of the three financial payers, and under each financial payer, is enrolled in at least one benefit plan. An individual member may be enrolled under more than one financial payer. (For instance, a member with chronic renal disease may have health care coverage under BadgerCare Plus and the WCDP chronic renal disease program. The member is enrolled under two financial payers, Medicaid and WCDP.) Alternatively, a member may have multiple benefits under a single financial payer. (For example, a member may be covered by the TB-Only Benefit and Family Planning Only Services at the same time, both of which are administered by Medicaid.)

## Forms

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Topic #767

### An Overview

ForwardHealth requires providers to use a variety of forms for PA, claims processing, and documenting special circumstances.

Topic #470

### Fillable Forms

Most forms may be obtained from the [Forms](#) page of the ForwardHealth Portal.

Forms on the Portal are available as fillable PDF files, which can be viewed with Adobe Reader® computer software. Providers may also complete and print fillable PDF files using Adobe Reader®.

To complete a fillable PDF, follow these steps:

- Select a specific form.
- Save the form to the computer.
- Use the "Tab" key to move from field to field.

*Note:* The Portal provides instructions on how to obtain Adobe Reader® at no charge from the Adobe® Web site. Adobe Reader® only allows providers to view and print completed PDFs. It does not allow users to save completed fillable PDFs to their computer; however, if Adobe Acrobat® is purchased, providers may save completed PDFs to their computer. Refer to the [Adobe® Web site](#) for more information about fillable PDFs.

Selected forms are also available in fillable Microsoft® Word format on the Portal. The fillable Microsoft® Word format allows providers to complete and print the form using Microsoft® Word. To complete a fillable Microsoft® Word form, follow these steps:

- Select a specific form.
- Save the form to the computer.
- Use the "Tab" key to move from field to field.

*Note:* Providers may save fillable Microsoft® Word documents to their computer by choosing "Save As" from the "File" menu, creating a file name, and selecting "Save" on their desktop.

Topic #766

### Telephone or Mail Requests

Providers who do not have Internet access or who need forms that are not available on the ForwardHealth Portal may obtain them by doing either of the following:

- Requesting a paper copy of the form by calling [Provider Services](#). Questions about forms may also be directed to Provider Services.
- Submitting a written request and mailing it to ForwardHealth. Include a return address, the name of the form, and the form number and send the request to the following address:

ForwardHealth  
Form Reorder  
313 Blettner Blvd  
Madison WI 53784



## Portal

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Topic #4904

### Claims and Adjustments Using the ForwardHealth Portal

Providers can [track the status](#) of their submitted claims, [submit individual claims](#), correct errors on claims, copy claims, and determine what claims are in "pay" status on the ForwardHealth Portal. Providers have the ability to [search for and view](#) the status of all their finalized claims, regardless of how they were submitted (i.e., paper, electronic, clearinghouse). If a claim contains an error, providers can correct it on the Portal and resubmit it to ForwardHealth.

Providers can submit an individual claim or adjust a claim through DDE through the secure Portal.

Topic #8524

### Conducting Revalidation Via the ForwardHealth Portal

Providers can conduct [revalidation](#) online via a secure revalidation area of the ForwardHealth Portal.

Topic #4345

### Creating a Provider Account

Each provider needs to designate one individual as an administrator of the ForwardHealth Portal account. This user establishes the administrative account once his or her PIN is received. The administrative user is responsible for this provider account and is able to add accounts for other users (clerks) within his or her organization and assign security roles to clerks that have been established. To establish an administrative account after receiving a PIN, the administrative user is required to follow these steps:

1. Go to the ForwardHealth Portal.
2. Click the **Providers** button.
3. Click **Logging in for the first time?**.
4. Enter the Login ID and PIN. The Login ID is the provider's NPI or provider number.
5. Click **Setup Account**.
6. At the Account Setup screen, enter the user's information in the required fields.
7. Read the security agreement and click the checkbox to indicate agreement with its contents.
8. Click **Submit** when complete.

Once in the secure Provider area of the Portal, the provider may conduct business online with ForwardHealth via a secure connection. Providers may also perform the following administrative functions from the Provider area of the Portal:

- Establish accounts and define access levels for clerks.
- Add other organizations to the account.
- Switch organizations.

Refer to the Account User Guide on the [Portal User Guides page](#) of the Portal for more detailed instructions on performing these functions.

Topic #16737

### Demographic Maintenance Tool

The demographic maintenance tool allows providers to update information online that they are required to keep [current](#) with ForwardHealth. To access the demographic maintenance tool, providers need a ForwardHealth Portal account. After logging into their Portal account, providers should select the Demographic Maintenance link located in the Home Page box on the right side of the secure Provider home page.

*Note:* The Demographic Maintenance link will only display for administrative accounts or for clerk accounts that have been assigned the Demographic Maintenance role. The [Account User Guide](#) provides specific information about assigning roles.

The demographic maintenance tool contains general panels which are available to all or most providers as well as specific panels which are only available to certain provider types and specialties. The [Demographic Maintenance Tool User Guide](#) provides further information about general and provider-specific panels.

### Uploading Supporting Documentation

Providers can upload enrollment-related supporting documentation (e.g., licenses, certifications) using the demographic maintenance tool. Documents in the following formats can be uploaded:

- JPEG (.jpg or .jpeg).
- PDF (.pdf).

To avoid delays in processing, ForwardHealth strongly encourages providers to upload their documents.

### Submitting Information

After making *all* their changes, providers are required to submit their information in order to save it. After submitting information, providers will receive one of the following messages:

- "Your information was *updated* successfully." This message indicates that providers' files were immediately updated with the changed information.
- "Your information was *uploaded* successfully." This message indicates that ForwardHealth needs to verify the information before providers' files can be updated. Additionally, an Application Submitted panel will display and indicate next steps.

### Verification

ForwardHealth will verify changes within 10 business days of submission. If the changes can be verified, ForwardHealth will update providers' files. In some cases, providers may receive a Change Notification letter indicating what information ForwardHealth updated. Providers should carefully review the Provider File Information Change Summary included with the letter to verify the accuracy of the changes. If any of the changes are inaccurate, providers can correct the information using the demographic maintenance tool. Providers may contact [Provider Services](#) if they have questions regarding the letter.

Regardless of whether or not providers are notified that their provider files were updated, changed information is not considered approved until 10 business days after the information was changed. If the changes cannot be verified within 10 business days, ForwardHealth will notify providers by mail that their provider files were not updated, and providers will need to make corrections using the demographic maintenance tool.

Topic #4340

## Designating a Trading Partner to Receive 835 Health Care Claim Payment/Advice Transactions

Providers must designate a trading partner to receive their 835 transaction for ForwardHealth interChange.

Providers who wish to submit their [835](#) designation via the Portal are required to create and establish a provider account to have access to the secure area of the Portal.

To designate a trading partner to receive 835 transactions, providers must first complete the following steps:

- Access the Portal and log into their secure account by clicking the Provider link/button.
- Click on the Designate 835 Receiver link on the right-hand side of the secure home page.
- Enter the identification number of the trading partner that is to receive the 835 in the Trading Partner ID field.
- Click Save.

Providers who are unable to use the Portal to designate a trading partner to receive 835 transactions may call the [EDI Helpdesk](#) or submit a [paper](#) form.

Topic #5087

## Electronic Communications

The secure ForwardHealth Portal contains a one-way message center where providers can receive electronic notifications and provider publications from ForwardHealth. All new messages display on the provider's main page within the secure Portal.

Topic #5088

## Enrollment Verification

The secure ForwardHealth Portal offers real time member [enrollment verification](#) for all ForwardHealth programs. Providers are able to use this tool to determine:

- The health care program(s) in which the member is enrolled.
- Whether or not the member is enrolled in a state-contracted MCO.
- Whether or not the member has any third-party liability, such as Medicare or commercial health insurance.
- Whether or not the member is enrolled in the [Pharmacy Services Lock-In Program](#) and the member's Lock-In pharmacy, primary care provider, and referral providers (if applicable).

Using the Portal to check enrollment may be more effective than calling [WiCall](#) or the EVS (although both are available).

Providers are assigned a unique enrollment verification number for each inquiry. Providers can also use the "print screen" function to print a paper copy of enrollment verification inquiries for their records.

Topic #4338

## ForwardHealth Portal

Providers, members, trading partners, managed care programs, and partners have access to public *and* secure information through the ForwardHealth Portal.

The Portal has the following areas:

- Providers (public and secure).
- Trading Partners.
- Members.
- MCO.
- Partners.

The secure Portal allows providers to conduct business and exchange electronic transactions with ForwardHealth. The public Portal contains general information accessible to all users. Members can access general health care program information and apply for benefits [online](#).

Topic #4441

## ForwardHealth Portal Helpdesk

Providers and trading partners may call the [ForwardHealth Portal Helpdesk](#) with technical questions on Portal functions, including their Portal accounts, registrations, passwords, and submissions through the Portal.

Topic #4451

## Inquiries to ForwardHealth Via the Portal

Providers are able to contact Provider Services through the ForwardHealth Portal by clicking the [Contact](#) link and entering the relevant inquiry information, including selecting the preferred method of response (i.e., telephone call or e-mail). Provider Services will respond to the inquiry by the preferred method of response indicated within five business days.

Topic #4400

## Internet Connection Speed

ForwardHealth recommends providers have an Internet connection that will provide an upload speed of at least 768 Kbps and a download speed of at least 128 Kbps in order to efficiently conduct business with ForwardHealth via the Portal.

For [PES](#) users, ForwardHealth recommends an Internet connection that will provide a download speed of at least 128 Kbps for downloading PES software and software updates from the Portal.

These download speeds are generally not available through a dial-up connection.

Topic #4351

## Logging in to the Provider Area of the Portal

Once an administrative user's or other user's account is set up, he or she may log in to the Provider area of the ForwardHealth Portal to conduct business. To log in, the user is required to click the "Provider" link or button, then enter his or her username and password and click "Go" in the Login to Secure Site box at the right side of the screen.

Topic #4744

## Members ForwardHealth Portal

Members can access ForwardHealth information by going to the ForwardHealth Portal. Members can search through a directory of providers by entering a ZIP code, city, or county. Members can also access all member-related ForwardHealth applications and forms. Members can use [ACCESS](#) to check availability, apply for benefits, check current benefits, and report any changes.

Topic #4344

## Obtaining a Personal Identification Number

To establish an account on the ForwardHealth Portal, providers are required to obtain a PIN. The PIN is a unique, nine-digit number assigned by ForwardHealth interChange for the sole purpose of allowing a provider to establish a Portal account. It is used in conjunction with the provider's login ID. Once the Portal account is established, the provider will be prompted to create a username and password for the account, which will subsequently be used to log in to the Portal.

*Note:* The PIN used to create the provider's Portal account is not the same PIN used for revalidation. Providers will receive a separate PIN for revalidation.

A provider may need to request more than one PIN if he or she is a provider for more than one program or has more than one type of provider enrollment. A separate PIN will be needed for each provider enrollment. Health care providers will need to supply their NPI and corresponding taxonomy code when requesting an account. Non-healthcare providers will need to supply their unique provider number.

Providers may request a PIN by following these steps:

1. Go to the [Portal](#).
2. Click on the "Providers" link or button.
3. Click the "Request Portal Access" link from the Quick Links box on the right side of the screen.
4. At the Request Portal Access screen, enter the following information:
  - a. Health care providers are required to enter their NPI and click "Search" to display a listing of ForwardHealth enrollments. Select the correct enrollment for the account. The taxonomy code, ZIP+4 code, and financial payer for that enrollment will be automatically populated. Enter the SSN or TIN.
  - b. Non-healthcare providers are required to enter their provider number, financial payer, and SSN or TIN. (This option should only be used by non-healthcare providers who are exempt from NPI requirements).

The financial payer is one of the following:

- Medicaid (Medicaid is the financial payer for Wisconsin Medicaid, BadgerCare Plus, and Senior Care).
  - SSI.
  - WCDP.
  - The WWWP.
- c. Click **Submit**.
- d. Once the Portal Access Request is successfully completed, ForwardHealth will send a letter with the provider's PIN to the address on file.

Topic #4459

## Online Handbook

The Online Handbook allows providers access to all policy and billing information for Wisconsin Medicaid, BadgerCare Plus, ADAP, and WCDP in one centralized place. A secure ForwardHealth Portal account is not required to use the Online Handbook as it is available to all Portal visitors.

Revisions to policy information are incorporated immediately after policy changes have been issued in *ForwardHealth Updates*. The Online Handbook also links to the [ForwardHealth Publications page](#), an archive section that providers can use to research past policy and procedure information.

The Online Handbook, which is available through the public area of the Portal, is designed to sort information based on user-entered criteria, such as program and provider type. It is organized into sections and chapters. Sections within each handbook may include the following:

- Claims.
- Coordination of Benefits.
- Covered and Noncovered Services.
- Managed Care.
- Member Information.
- Prior Authorization.
- Provider Enrollment and Ongoing Responsibilities.
- Reimbursement.
- Resources.

Each section consists of separate chapters (e.g., claims submission, procedure codes), which contain further detailed information.

### Advanced Search Function

The Online Handbook has an advanced search function, which allows providers to search for a specific word or phrase within a user type, program, service area, or throughout the entire Online Handbook.

Providers can access the advanced search function by following these steps:

1. Go to the Portal.
2. Click the "Online Handbooks" link in the upper left "Providers" box.
3. Complete the two drop-down selections at the right to narrow the search by program and service area, if applicable. This is not needed if providers wish to search the entire Online Handbook.
4. Click "Advanced Search" to open the advanced search options.
5. Enter the word or phrase you would like to search.
6. Select "Search within the options selected above" or "Search all handbooks, programs and service areas."
7. Click the "Search" button.

### ForwardHealth Publications Archive Area

The ForwardHealth Publications page of the Online Handbook allows providers to view old *Updates* and previous versions of the Online Handbook.

Providers can access the archive information area by following these steps:

1. Go to the Portal.
2. Click the "Online Handbooks" link in the upper left "Providers" box.
3. Click on the "Updates and Handbooks" link. (This link is below the three drop-down menus.)

Topic #5089

## Other Business Enhancements Available on the Portal

The secure Provider area of the ForwardHealth Portal enables providers to do the following:

- Verify member enrollment.
- View RAs.
- Designate which trading partner is eligible to receive the provider's 835.
- Update and maintain provider file information. Providers have the choice to indicate separate addresses for different business functions.
- Receive electronic notifications and provider publications from ForwardHealth.
- Enroll in EFT.
- Track provider-submitted PA requests.

Topic #4911

## Portal Account Administrators

Portal administrators are responsible for requesting, creating, and managing accounts to access these features for their organization.

There must be one administrator assigned for each Portal account and all users established for that account. The responsibilities of the Portal administrator include:

- Ensuring the security and integrity of all user accounts (clerk administrators and clerks) created and associated with their Portal account.
- Ensuring clerks or clerk administrators are given the appropriate authorizations they need to perform their functions for the provider, trading partner, or MCO.
- Ensuring that clerks or clerk administrator accounts are removed/deleted promptly when the user leaves the organization.
- Ensuring that the transactions submitted are valid and recognized by ForwardHealth.
- Ensuring that all users they establish know and follow security and guidelines as required by HIPAA. As Portal administrators establish their Portal account and create accounts for others to access private information, administrators are reminded that all users must comply with HIPAA. The HIPAA privacy and security rules require that the confidentiality, integrity, and availability of PHI are maintained at all times. The HIPAA Privacy Rule provides guidelines governing the disclosure of PHI. The HIPAA Security Rule delineates the security measures to be implemented for the protection of electronic PHI. If Portal administrators have any questions concerning the protection of PHI, visit the Portal for additional information.

Portal administrators have access to all secure functions for their Portal account.

### Establish an Administrator Account

All Portal accounts require an administrator account. The administrator is a selected individual who has overall responsibility for management of the account. Therefore, he or she has complete access to all functions within the specific secure area of his or her Portal and are permitted to add, remove, and manage other individual roles.

Topic #4912

## Portal Clerk Administrators

A Portal administrator may choose to delegate some of the authority and responsibility for setting up and managing the users within their ForwardHealth Portal account. If so, the Portal administrator may establish a clerk administrator. An administrator or clerk administrator can create, modify, manage or remove clerks for a Portal account. When a clerk is created, the administrator or clerk administrator must grant permissions to the clerks to ensure they have the appropriate access to the functions they will perform. A clerk administrator can only grant permissions that they themselves have. For example, if an administrator gives a clerk administrator permission only for enrollment verification, then the clerk administrator can only establish clerks with enrollment verification permissions.

Even if a Portal administrator chooses to create a clerk administrator and delegate the ability to add, modify, and remove users from the same account, the Portal administrator is still responsible for ensuring the integrity and security of the Portal account.

Topic #4913

## Portal Clerks

The administrator (or the clerk administrator if the administrator has granted them authorization) may set up clerks within their ForwardHealth Portal account. Clerks may be assigned one or many roles (i.e., claims, PA, member enrollment verification). Clerks do not have the ability to establish, modify, or remove other accounts.

Once a clerk account is set up, the clerk account does not have to be established again for a separate Portal account. Clerks can easily be assigned a role for different Portal accounts (i.e., different ForwardHealth enrollments). To perform work under a different Portal account for which they have been granted authorization, a clerk can use the "switch org" function and toggle between the Portal accounts to which they have access. Clerks may be granted different authorization in each Portal account (i.e., they may do member enrollment verification for one Portal account, and HealthCheck inquires for another).

Topic #4740

## Public Area of the Provider Portal

The public Provider area of the ForwardHealth Portal offers a variety of important business features and functions that will greatly assist in daily business activities with ForwardHealth programs.

### Maximum Allowable Fee Schedules

Within the Portal, all [maximum allowable fee schedules](#) for Medicaid, BadgerCare Plus, and WCDP are interactive and searchable. Providers can enter the DOS, along with other information such as procedure code, category of supplies, or provider type, to find the maximum allowable fee. Providers can also download all fee schedules.

### Online Handbook

The Online Handbook is the single source for all current policy and billing information for ForwardHealth. The Online Handbook is designed to sort information based on user-entered criteria, such as program and provider type.

Revisions to policy information are incorporated into the Online Handbook in conjunction with published *Updates*. The Online Handbook also links to the [ForwardHealth Publications page](#), an archive section where providers can research previously published *Updates*.

### ForwardHealth Publications Archive Section

The [ForwardHealth Publications page](#), available via the Quick Links box, lists *Updates*, *Update Summaries*, archives of provider Handbooks and provider guides, and monthly archives of the Online Handbook. The ForwardHealth Publications page contains both current and obsolete information for research purposes only. Providers should use the Online

Handbook for current policy and procedure questions. The *Updates* are searchable by provider type or program (e.g., physician or HealthCheck "Other Services") and by year of publication.

## Training

Providers can register for all scheduled trainings and view online trainings via the [Portal Training page](#), which contains an up-to-date calendar of all available training. Additionally, providers can view [Webcasts](#) of select trainings.

## Contacting Provider Services

Providers and other Portal users will have an additional option for contacting Provider Services through the Contact link on the Portal. Providers can enter the relevant inquiry information, including selecting the preferred method of response (i.e., telephone call or e-mail) the provider wishes to receive back from Provider Services. Provider Services will respond to the inquiry within five business days. Information will be submitted via a secure connection.

## Online Enrollment

Providers can speed up the enrollment process for Medicaid by completing a [provider enrollment application](#) via the Portal. Providers can then track their application by entering their ATN given to them on completion of the application.

## Other Business Enhancements Available on the Portal

The public Provider area of the Portal also includes the following features:

- o A ["What's New?"](#) section for providers that links to the latest provider publication summaries and other new information posted to the Provider area of the Portal.
- o Home page for the provider. Providers have administrative control over their Portal homepage and can grant other employees access to specified areas of the Portal, such as claims and PA.
- o [E-mail subscription](#) service for *Updates*. Providers can register for e-mail subscription to receive notifications of new provider publications via e-mail. Users are able to select, by program and service area, which publication notifications they would like to receive.
- o A [forms library](#).

Topic #4741

## Secure Area of the Provider Portal

Providers can accomplish many processes via the ForwardHealth Portal, including submitting, adjusting, and correcting claims, submitting and amending PA requests, and verifying enrollment.

## Claims and Adjustments Using the Portal

Providers can track the status of their submitted claims, submit individual claims, correct errors on claims, and determine what claims are in "pay" status on the Portal. Providers have the ability to search for and view the status of all of their finalized claims, regardless of how they were submitted (i.e., paper, electronic, clearinghouse). If a claim contains an error, providers can correct it on the Portal and resubmit it to ForwardHealth.

Providers can submit an individual claim or adjust a claim via DDE through the secure Portal.

## Submitting Prior Authorization and Amendment Requests Via the Portal

Nearly all service areas can submit PA requests via the Portal. Providers can do the following:

- o Correct errors on PA or amendment requests via the Portal, regardless of how the PA request was originally submitted.
- o View all recently submitted and finalized PA and amendment requests.
- o Save a partially completed PA request and finish completing it at a later time. (*Note:* Providers are required to submit or re-save a PA request within 30 calendar days of the date the PA request was last saved.)
- o View all saved PA requests and select any to continue completing or delete.
- o View the latest provider review and decision letters.
- o Receive messages about PA and amendment requests that have been adjudicated or returned for provider review.

## Electronic Communications

The secure Portal contains a one-way message center where providers can receive electronic notifications and provider publications from ForwardHealth. All new messages display on the provider's main page within the secure Portal.

## Enrollment Verification

The secure Portal offers real-time member [enrollment verification](#) for all ForwardHealth programs. Providers are able to use this tool to determine:

- o The health care program(s) in which the member is enrolled.
- o Whether or not the member is enrolled in a state-contracted MCO.
- o Whether or not the member has any third-party liability, such as Medicare or commercial health insurance.

Using the Portal to check enrollment may be more efficient than calling the AVR system or the EVS (although both are available).

Providers will be assigned a unique enrollment verification number for each inquiry. Providers can also use the "print screen" function to print a paper copy of enrollment verification inquiries for their records.

## Other Business Enhancements Available on the Portal

The secure Provider area of the Portal enables providers to do the following:

- o Verify member enrollment.
- o View RAs.
- o Designate which trading partner is eligible to receive the provider's 835 transaction.
- o Update and maintain provider file information. Providers will have the choice to indicate separate addresses for different business functions.
- o Receive electronic notifications and provider publications from ForwardHealth.
- o Enroll in EFT.
- o Track provider-submitted PA requests.

Topic #4905

## Submitting Prior Authorization and Amendment Requests Via the Portal

Nearly all service areas can [submit PA](#) requests via the ForwardHealth Portal. Providers can do the following:

- o [Correct errors](#) on PAs or amendment requests via the Portal, regardless of how the PA was originally submitted.
- o [View all recently submitted](#) and finalized PAs and amendment requests.
- o View the latest provider review and decision letters.
- o [Receive messages](#) about PA and amendment requests that have been adjudicated or returned for provider review.

Topic #4401

## System and Browser Requirements

The following table lists the recommended system and browser requirements for using the ForwardHealth Portal. PES users should note that the Windows-based requirements noted in the table apply; PES cannot be run on Apple-based systems.

Recommended System Requirements	Recommended Browser Requirements
<b>Windows-Based Systems</b>	
Computer with at least a 500Mhz processor, 256 MB of RAM, and 100MB of free disk space	Microsoft Internet Explorer v. 6.0 or higher, or
Windows XP or higher operating system	Firefox v. 1.5 or higher
<b>Apple-Based Systems</b>	
Computer running a PowerPC G4 or Intel processor, 512 MB of RAM, and 150MB of free disk space	Safari, or
Mac OS X 10.2.x or higher operating system	Firefox v. 1.5 or higher

Topic #4742

## Trading Partner Portal

The following information is available on the public [trading partner](#) area of the ForwardHealth Portal:

- o Trading partner [testing packets](#).
- o [Trading partner profile](#) submission.
- o [PES](#) software and upgrade information.
- o EDI [companion guides](#).

In the secure Trading Partner area of the Portal, trading partners can exchange electronic transactions with ForwardHealth.

Trading partners using PES should be sure to enter the Web logon and Web password associated with the ForwardHealth Trading Partner ID that will be used on PES transactions. Prior to submitting transactions through PES, trading partners must also make sure their trading partner account is entered as the "Default Provider ID" on the Switch Organization page of the secure trading partner account on the Portal.

## Training Opportunities

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Topic #12757

### Training Opportunities

The [Provider Relations representatives](#) conduct training sessions in a variety of formats on both program-specific and topic-specific subjects. There is no fee for attending/accessing these training sessions.

#### On-Site Sessions

On-site training sessions are offered at various locations (e.g., hotel conference rooms, provider facilities) throughout the state. These training sessions include general all-provider sessions, service-specific and/or topic-specific sessions, and program-specific (such as WCDP or the WWWP) sessions.

Registration is required to attend on-site sessions. Online registration is available on the [Trainings](#) page of the Providers area of the Portal.

#### Online (Real-Time, Web-Based) Sessions

Online (real-time, web-based) training sessions are available and are facilitated through [HPE® MyRoom](#). MyRoom sessions are offered on many of the same topics as on-site sessions, but online sessions offer the following advantages:

- Participants can attend training at their own computers without leaving the office.
- Sessions are interactive as participants can ask questions during the session.
- If requested or needed, a session can be quickly organized to cover a specific topic for a small group or office.

For some larger training topics (such as ForwardHealth Portal Fundamentals), the training may be divided into individual modules, with each module focused on a particular subject. This allows participants to customize their training experience.

Registration, including an e-mail address, is required to attend Virtual Room sessions, so important session information can be sent to participants prior to the start of the session. Online registration is available on the [Trainings](#) page of the Portal.

#### Recorded Webcasts

Recorded Webcasts are available on a variety of topics, including some of the same topics as on-site and online sessions. Like Virtual Room sessions, some recorded Webcasts on larger training topics may be divided into individual Webcast modules, allowing participants to customize their training experience. Recorded Webcasts allow providers to view the training at their convenience on their own computers.

Registration is not required to view a recorded Webcast. Related training materials are available to download and print from the specific [Webcast training session page](#) on the Portal.

#### Notification of Training Opportunities

In addition to information on the Trainings page of the Portal, upcoming training session information is distributed directly through messages to providers who have secure Portal accounts and to providers who have registered for the ForwardHealth e-mail subscription service.

To sign up for a secure Portal account, click the "Request Portal Access" link in the Quick Links box on the [Provider](#) page of the Portal. To sign up for e-mail subscription, click "Register for E-mail Subscription" in the Quick Links box on the Provider page of the Portal.



## Updates

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Topic #478

### Accessing ForwardHealth Publications

*ForwardHealth Updates* are the first source of provider information. *Updates* announce the latest information on policy and coverage changes, PA submission requirements, claims submission requirements, and training announcements.

The *ForwardHealth Update Summary* is posted to the ForwardHealth Portal on a monthly basis and contains an overview of *Updates* published that month. Providers with a ForwardHealth Portal account are notified through their Portal message inbox when the *Update Summary* is available on the Portal.

*Updates* included in the *Update Summary* are posted in their entirety on the Provider area of the Portal. Providers may access *Updates* from direct links in the electronic *Update Summary* as well as navigate to other Medicaid information available on the Portal.

Revisions to policy information are incorporated into the Online Handbook in conjunction with published *Updates*. The Online Handbook also includes a link to the [ForwardHealth Publications page](#), an archive section where providers can research previously published *Updates*.

Topic #4458

### Electronic Notifications from ForwardHealth

ForwardHealth sends electronic messaging via Portal Account messaging and e-mail subscription messaging to notify of newly released *ForwardHealth Updates* and the monthly *ForwardHealth Update Summary*. ForwardHealth also uses electronic messaging to communicate training opportunities and other timely information. Providers who have established a ForwardHealth Portal account automatically receive notifications from ForwardHealth in their Portal Messages inbox. Providers and other interested parties may register to receive e-mail subscription notifications.

#### E-mail Subscription

When registering for e-mail subscription, providers and other interested parties are able to select, by program (Wisconsin Medicaid, BadgerCare Plus, ADAP, or WCDP), provider type (e.g., physician, hospital, DME vendor), and/or specific information of interest, (Trading Partner and ICD-10 Project Information) to designate what information they would like to receive. Any number of staff or other interested parties from an organization may sign up for an e-mail subscription and may select multiple subscription options.

#### Registering for E-mail Subscription

Users may sign up for an e-mail subscription by following these steps:

1. Click the Register for E-mail Subscription link on the [ForwardHealth Portal](#) home page.
2. In the Quick Links section on the right side of the screen, click Register for E-mail Subscription.
3. The Subscriptions page will be displayed. In the E-Mail field in the New Subscriber section, enter the e-mail address to which messages should be sent.
4. Enter the e-mail address again in the Confirm E-Mail field.
5. Click Register. A message will be displayed at the top of the Subscriptions page indicating the registration was successful. If there are any problems with the registration, an error message will be displayed instead.
6. Once registration is complete, click the program for which you want to receive messages in the Available Subscriptions section of the Subscriptions page. The selected program will expand and a list of service areas will be displayed.
7. Select the service area(s) for which you want to receive messages. Click Select All if you want to receive messages for all service areas.
8. When service area selection is complete, click Save at the bottom of the page.

The selected subscriptions will load and a confirmation message will appear at the top of the page.

Topic #4460

### Full Text Publications Available

Providers without Internet access may call [Provider Services](#) to request that a paper copy of a *ForwardHealth Update* be mailed to them. To expedite the call, correspondents will ask providers for the *Update* number. Providers should allow seven to 10 business days for delivery.

## WiCall

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Topic #257

### Enrollment Inquiries

WiCall is an [AVR](#) system that allows providers with touch-tone telephones direct access to enrollment information.

Information from WiCall will be returned in the following order if applicable to the member's current enrollment:

- Transaction number: A number will be given as a transaction confirmation that providers should keep for their records.
- Benefit enrollment: All benefit plans the member is enrolled in on the DOS or within the [DOS range selected for the financial payer](#).
- County Code: The member's county code will be provided if available. The county code is a two-digit code between 01 and 72 that represents the county in which member resides. If the enrollment response reflects that the member resides in a designated HPSA on the DOS or within the DOS range selected, HPSA information will be given.
- MCO: All information about state-contracted MCO enrollment, including MCO names and telephone numbers (that exists on the DOS or within the DOS range selected), will be listed. This information is applicable to Medicaid and BadgerCare Plus members only.
- Hospice: If the member is enrolled in the hospice benefit on the DOS or within the DOS range that the provider selected, the hospice information will be given. This information is applicable to Medicaid and BadgerCare Plus members only.
- Lock-in: Information about the [Pharmacy Services Lock-In Program](#) that exists on the DOS or within the DOS range selected will be provided. This information is applicable to Medicaid, BadgerCare Plus, and SeniorCare members only.
- Medicare: All information about Medicare coverage, including type of coverage and Medicare number, if available, that exists on the DOS or within the DOS range selected will be listed.
- Other Commercial Insurance Coverage: All information about commercial coverage, including carrier names and telephone numbers, if available, that exists on the DOS or within the DOS range selected will be listed.
- Transaction Completed: After the member's enrollment information has been given using the financial payer that was selected, providers will be given the following options:
  - To hear the information again.
  - To request enrollment information for the same member using a different financial payer.
  - To hear another member's enrollment information using the same financial payer.
  - To hear another member's enrollment information using a different financial payer.
  - To return to the main menu.

WiCall is available 24 hours a day, seven days a week. If for some reason the system is unavailable, providers may call [Provider Services](#).

### Transaction Number

The AVR system issues a transaction number every time a provider verifies enrollment, even when an individual is *not* enrolled in BadgerCare Plus or Wisconsin Medicaid. The provider should retain this transaction number. It is proof that an inquiry was made about the member's enrollment. If a provider thinks a claim was denied in error, the provider can reference the transaction number to ForwardHealth to confirm the enrollment response that was actually given.

Topic #6257

### Entering Letters into WiCall

For some WiCall inquiries, health care providers are required to enter their taxonomy code with their NPI. Because taxonomy codes are a combination of numbers and letters, telephone key pad combinations, shown in the table below, allow providers to successfully enter taxonomy code letters for WiCall functions (e.g., press \*21 to enter an "A," press \*72 to enter an "R").

Letter	Key Combination	Letter	Key Combination
A	*21	N	*62
B	*22	O	*63
C	*23	P	*71
D	*31	Q	*11
E	*32	R	*72
F	*33	S	*73
G	*41	T	*81
H	*42	U	*82
I	*43	V	*83
J	*51	W	*91
K	*52	X	*92
L	*53	Y	*93
M	*61	Z	*12

Additionally, providers may select option 9 and press "#" for an automated voice explanation of how to enter letters in WiCall.

Topic #466

## Information Available Via WiCall

WiCall, ForwardHealth's AVR system, gathers inquiry information from callers through voice prompts and accesses ForwardHealth interChange to retrieve and "speak" back the following ForwardHealth information:

- o Claim status.
- o Enrollment verification.
- o PA status.
- o Provider CheckWrite information.

*Note:* ForwardHealth releases CheckWrite information to WiCall no sooner than on the first state business day following the financial cycle.

Providers are prompted to enter NPI or provider ID and in some cases, NPI-related data, to retrieve query information.

In all inquiry scenarios, WiCall offers the following options after information is retrieved and reported back to the caller:

- o Repeat the information.
- o Make another inquiry of the same type.
- o Return to the main menu.
- o Repeat the options.

### Claim Status

Providers may check the status of a specific claim by selecting the applicable program ("financial payer" option, i.e., Wisconsin Medicaid, WCDP, or WWWP by entering their provider ID, member identification number, DOS, and the amount billed.

*Note:* Claim information for BadgerCare Plus and SeniorCare is available by selecting the Medicaid option.

### Enrollment Verification

Providers may request enrollment status for any date of eligibility the member has on file by entering their provider ID and the member ID. If the member ID is unknown, providers may enter the member's date of birth and SSN. Additionally, the provider is prompted to enter the "From DOS" and the "To DOS" for the inquiry. The "From" DOS is the earliest date the provider requires enrollment information and the "To" DOS must be within 365 days of the "From" DOS.

Each time a provider verifies member enrollment, the enrollment verification is saved and assigned a transaction number as transaction confirmation. Providers should note the transaction number for their records.

### Prior Authorization Status

Except in certain instances, providers may obtain the status of PA requests for Medicaid and WCDP via WiCall by entering their provider ID and the applicable PA number. If the provider does not know the PA number, there is an option to bypass entering the PA number and the caller will be prompted to enter other PA information such as member ID and type of service (i.e., NDC, procedure code, revenue code, or ICD procedure code.) When a match is found, WiCall reports back the PA status information, including the PA number for future reference, and the applicable program.

Information on past PAs is retained indefinitely. Paper PAs require a maximum of 20 working days from receipt to be processed and incorporated into WiCall's PA status information.

*Note:* PA information for BadgerCare Plus and SeniorCare is available by selecting the Medicaid option.

Topic #765

## Quick Reference Guide

The WiCall [AVR Quick Reference Guide](#) displays the information available for WiCall inquiries.

### Automated Voice Response Quick Reference Guide

