

Claims

1

Archive Date:02/01/2021

Claims:Submission

Topic #21957

An Overview

CHCs (Community Health Centers) are a specialty of the provider type FQHC (Federally Qualified Health Center) and maintain CHC-specific billing policies, which are contained in this service area. For complete policy information applicable to CHCs, providers should refer to the appropriate service area of the ForwardHealth Online Handbook, such as:

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- | [Hearing](#)
- | [Home Health](#)
- | [Non-emergency Medical Transportation](#)
- | [Nurses in Independent Practice](#)
- | [Outpatient Mental Health](#)
- | [Outpatient Substance Abuse](#)
- | [Personal Care](#)
- | [Pharmacy](#)
- | [Physician](#)
- | [Podiatry](#)
- | [Prenatal Care Coordination](#)
- | [Substance Abuse Day Treatment](#)
- | [Therapies: Physical, Occupational, and Speech and Language Pathology](#)
- | [Vision](#)

Topic #21959

Claim Submission Requirements for Community Health Centers

When submitting claims to ForwardHealth for [CHC \(Community Health Center\) encounters](#), the CHC is required to do the following:

- | Submit claims for encounters on either a professional claim form or the electronic equivalent (for example, 1500 Health Insurance Claim Form, 837P) or a dental claim form or the electronic equivalent (for example, ADA claim form, 837D), as applicable.
- | Submit each encounter using HCPCS procedure code T1015 (Clinic visit/encounter, all-inclusive). If a single claim is used to bill multiple encounter types, the claim should include a separate detail with procedure code T1015 for each encounter

per DOS.

- | The billed amount for procedure code T1015 is not required to be the assigned PPS (Prospective Payment System) rate for each CHC. CHC providers may bill procedure code T1015 at any amount that they deem appropriate, including zero. The reimbursed amount for procedure code T1015 will be the CHC's assigned PPS rate.
- | Procedure code T1015 will be allowable for one DOS per the detail(s) associated with one encounter type (that is, span billing is not allowed).
- | The diagnosis most applicable to the encounter type must be associated with procedure code T1015.
- | Include separate details for all direct and indirect services rendered as part of the encounter, in addition to billing procedure code T1015 for each encounter type. CHCs should use the most appropriate procedure codes to represent [direct and indirect services](#). Each detail should identify the practitioner who delivered the direct or indirect service as the rendering provider. These services should be billed with the applicable charges.
- | Include at least one allowable direct service associated with the encounter with the same rendering provider as procedure code T1015. Claims not meeting these requirements will not have a PPS (Prospective Payment System) rate applied.

Note: Indirect services alone, without an accompanying allowable direct service, are not encounters. Thus, claims for such instances may not submit procedure code T1015. If procedure code T1015 is present with indirect services only, procedure code T1015 will deny and all payable indirect services will process in a paid status with a \$0 allowed amount.

- | List as the rendering provider for procedure code T1015 the practitioner who delivered the services during the encounter. If multiple providers rendered services during a single encounter, the CHC should use its judgment based on its reporting capabilities to identify which provider is the most appropriate to list as the rendering provider for procedure code T1015.
- | Submit claims for CHC services under the Medicaid enrollment of the physical CHC site where the service was provided. The appropriate billing provider will be determined by the location of the service as follows:
 - | If the service was provided at the CHCs main service location, use the Medicaid enrollment of the CHC main site as the billing provider.
 - | If the service was provided at a CHC off-site clinic, use the Medicaid enrollment of that CHC off-site clinic as the billing provider.
 - | If the service was provided at a location other than the CHC's main service location or a CHC off-site clinic (for example, at a primary site of an identified contracted clinician), use the Medicaid enrollment of the CHC main site as the billing provider.
 - | If the service was provided at a CHC retail pharmacy, use the Medicaid enrollment of the separate retail pharmacy as the billing provider.

Services rendered by [ancillary providers](#) are considered indirect services. If a service by an ancillary provider is the only service provided during a visit, the CHC should not bill the ancillary provider service as an encounter with procedure code T1015. Instead, the CHC should bill the ancillary provider service. The claim detail for the ancillary provider service will process in a paid status with a \$0 allowed amount.

Billing Guidelines

It is the CHC's responsibility to ensure that an encounter is only counted once across all providers involved in the encounter and to ensure documentation exists that supports the methodology used to assign the encounter to the most appropriate rendering provider. Services may not be arbitrarily delayed or split across multiple DOS in order to bill additional encounters.

Contracted Provider/Facility

As with other services, when a CHC member receives services from a CHC contracted provider or facility, the rendering provider listed on the claim detail should represent the contracted provider performing the service.

Subsequent Encounters

Claims that indicate more than one encounter for a given encounter type for the same member, same CHC organization, and same DOS will be denied. However, if the additional encounter represents a subsequent encounter as defined previously, providers may resubmit the claim, applicable medical documentation supporting the subsequent encounter, and the Written Correspondence Inquiry form via paper to ForwardHealth to review. On the Written Correspondence Inquiry form, providers should check the "Other" box in the Reason for Inquiry field and indicate "Request for review of medical necessity for subsequent encounter" in the space provided. Providers should follow the instructions on the form for submitting the claim, medical documentation, and form to ForwardHealth. A copy of the claim, medical documentation, and form should be retained by providers for their records.

Telehealth Services

CHCs may serve as [originating site and distant site providers for telehealth services](#). CHC claims for services provided via telehealth must [qualify as telehealth](#).

Services billed with HCPCS (Healthcare Common Procedure Coding System) modifier GT (modifier indicating telehealth) will be considered under the PPS reimbursement. Billing HCPCS procedure codes T1015 (Clinic visit/encounter, all-inclusive) with a telehealth procedure code will result in a PPS rate for an allowable encounter.

CHCs should submit claims for originating site services on a professional claim form with HCPCS procedure code Q3014 (Telehealth originating site facility fee) and a POS code that represents where the member is located during the service. Modifier GT should not be included with procedure code Q3014 for originating site services to be considered under the PPS reimbursement method. ForwardHealth will not separately reimburse the CHC for originating site services because all costs for providing originating site services have already been incorporated into the PPS rates for CHCs. However, claims billed by CHCs for originating site services may be used for future rate setting purposes, and CHC costs associated with telehealth services may be reported for change in scope adjustment consideration.

Dental Care

Global billing is not allowed under PPS reimbursement for dental services. CHCs providing orthodontic and prosthodontic dental services are required to submit claims for dental procedure codes per visit. CHCs will be reimbursed an encounter rate for each allowable face-to-face visit for dental services requiring more than one visit under the PPS reimbursement payment structure.

When billing for dental services requiring additional visits using associated procedure codes, CHCs must submit all face-to-face visits related to the dental service on a single claim on or after the date of completion or delivery.

CHCs must submit a single claim for the dental services requiring additional visits as follows:

- ▮ Include the base code and associated code(s) with their respective DOS as separate details.
- ▮ Include the HCPCS procedure code T1015, when applicable, for the base code and each associated procedure code per the PPS claims submission guidelines.

When a dental visit qualifies for a PPS rate by meeting all defined program requirements, providers will be reimbursed the PPS rate for the encounter (indicated by HCPCS procedure code T1015) for the base code and for each associated procedure code.

Denture repair, relines (excluding six-month post-care period), and tooth re-implantation base procedure codes can be used to represent the service per DOS per member per provider. There will not be associated procedure codes for these services.

If a provider would like consideration when a base procedure code is not rendered or is processed in a denied status (such as when the base procedure code does not meet program requirements for reimbursement), the Wisconsin DHS (Department of Health Services) will require a review of each associated procedure code service for compliance. Refer to the Subsequent Encounters section for instructions on submitting additional documentation for review. Provider reimbursement for the associated codes will be dependent on DHS review.

Obstetric Care

ForwardHealth offers providers choices of how and when to file claims for [obstetric care](#).

For separate obstetric component procedure codes submitted as they are performed, CHCs will be reimbursed an encounter for each component billed.

For an appropriate global obstetric procedure code with the date of delivery as the DOS (Dates of Service), CHCs will be reimbursed for only one encounter.

Carved-Out Services

Carved out services (provider-administered drugs and telehealth distant site services) may be submitted on the same claim as the encounter. Carved-out services will be reimbursed separately from the PPS rate at the same reimbursement rate as non-CHC providers.

CHCs that also submit claims for retail pharmacy services should continue to submit these services on a ForwardHealth noncompound or compound drug claim. A [separate Medicaid provider enrollment](#) is required for Pharmacy services, and the pharmacy must have the same tax ID as that of the associated CHC main service location. Pharmacy services submitted by a CHC-associated pharmacy will be reimbursed an ingredient cost rate for the covered outpatient drug billed. Pharmacy professional dispensing fees are not separately reimbursed and will price at \$0, with the exception of claims for SeniorCare members. Payment for the professional dispensing fee is considered bundled into the PPS rate for the encounter.

Medicare Crossover Claims

Medicare crossover claims will process and reimburse outside the PPS reimbursement structure.

Coordination of Benefits

2

Archive Date:02/01/2021

Coordination of Benefits:Commercial Health Insurance

Topic #21957

An Overview

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- | [Pharmacy](#)
- | [Physician](#)
- | [Podiatry](#)
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- | [Substance Abuse Day Treatment](#)
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Topic #21978

Coordination of Benefits for Community Health Centers

CHCs (Community Health Centers) are required to bill a members commercial health insurance first, if applicable, with all applicable procedure codes, including HCPCS (Healthcare Common Procedure Coding System) procedure code T1015 (Clinic visit/encounter, all-inclusive) as appropriate. After commercial health insurance has processed a claim, the CHC may submit the claim to ForwardHealth using the same CDT (Code on Dental Procedures and Nomenclature), CPT (Current Procedural Terminology), or HCPCS procedure codes used on the commercial health insurance claim. CHCs are required to indicate the appropriate other insurance information on the claim or include a completed Explanation of Medical Benefits form if the claim was submitted on paper. CHCs are required to submit the commercial health insurance information at the level it was processed by the commercial health insurance (that is, header or detail level).

All payments from commercial health insurance will be deducted from the PPS (Prospective Payment System) rate, per encounter

type, authorized by ForwardHealth under HCPCS procedure code T1015.

Covered and Noncovered Services

3

Archive Date:02/01/2021

Covered and Noncovered Services:Codes

Topic #21957

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Topic #21977

Associated Procedure Codes for Additional Dental Visits

For reimbursement to CHCs (Community Health Centers) for dental services requiring multiple visits, the procedure code that represents the final prosthesis or dental service is referred to as the base procedure code, and each additional visit is referred to as the associated procedure code. Base procedure codes and associated procedure codes will be considered [direct services](#) for PPS (Prospective Payment System) reimbursement purposes.

ForwardHealth has identified the following CDT procedure codes to represent the associated procedure codes:

- | **D1999** (unspecified preventive procedure, by report): For preventive services that require additional visits. Coverage is limited to a maximum of 1 unit per member per preventive procedure.
- | **D2999** (unspecified restorative procedure, by report): For restorative services that require additional visits. Coverage is

limited to a maximum of 1 allowable unit per member per restorative procedure.

- † **D3999** (unspecified endodontic procedure, by report): For endodontic services that require additional visits. Coverage is limited to a maximum of 1 allowable unit per member per endodontic procedure.
- † **D5899** (unspecified removable prosthodontic procedure, by report): For complete and partial denture services that require additional visits. Coverage is limited to a maximum of 4 allowable units per member per denture procedure.

Note: Providers are required to document the specific service(s) performed for each dental visit in the member's dental record.

Topic #22057

Required Procedure Code

CHCs (Community Health Centers) will identify [encounters](#) by indicating HCPCS (Healthcare Common Procedure Coding System) procedure code T1015 (Clinic visit/encounter, all-inclusive) on claims for services rendered. ForwardHealth will assign the appropriate encounter type to the claim detail associated with procedure code T1015 based on the provider type of the rendering provider.

Covered Services and Requirements

Topic #21957

An Overview

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- | [Substance Abuse Day Treatment](#)
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- | [Vision](#)

Topic #21958

Community Health Center Encounters

Under the PPS (Prospective Payment System), ForwardHealth reimburses CHCs (Community Health Centers) a PPS rate for each allowable CHC encounter. A CHC encounter is defined as a face-to-face visit on a single DOS between a member and a Medicaid-enrolled CHC provider to provide diagnosis, treatment, or preventive service(s) at the CHC HRSA (Health Resources & Services Administration)-approved location including main and off-site locations.

Each CHC encounter is classified as either a medical, dental, or behavioral health encounter based on the provider type of the rendering provider. Encounters include the following:

- | Direct services, which are defined as the core service(s) provided during the encounter. For example, preventive or routine

office visits constitute direct services.

Indirect services, which are defined as supplies and/or diagnostic or therapeutic ancillary services that are furnished as an adjunct to the core service(s) provided during the encounter. Indirect services include, but are not limited to, radiology, laboratory tests, medical supplies, durable medical equipment, ancillary provider services, and professional dispensing fees.

Allowable indirect costs are included as a portion of the total cost for encounter rate development under the PPS rate-setting methodology. Indirect services are Medicaid-covered services that serve to support core services provided during the encounter, but they do not count as individual encounters on their own.

Costs for CHC activities and services that are not required by ForwardHealth and not part of CHC-related services, included in state statute or administrative code, may not be submitted to ForwardHealth and are therefore non-reimbursable.

Costs categorized as non-reimbursable under the cost-based reimbursement method in effect prior to PPS implementation are not considered indirect costs. Non-reimbursable costs are not included in the PPS rate setting methodology.

Note: An indirect service is always considered part of the encounter and is not reimbursed separately, even if provided on a different DOS or at a different location than the associated encounter.

A service that is considered an encounter when performed in a CHC location is also considered an encounter when performed by a CHC provider in one of the following locations:

- ┆ Mobile units
- ┆ School visits
- ┆ Hospitals
- ┆ Members' homes
- ┆ Extended care facilities
- ┆ Primary sites of identified contracted clinicians

Any services provided to CHC members through referrals to a provider with whom the CHC has no contractual relationship and in which funding for the services is not borne by the CHC is not a CHC service or encounter.

All services provided as part of the CHC encounter must meet all applicable ForwardHealth program requirements, including, but not limited to, medical necessity, PA, [claims submission](#), prescription requirements, and documentation requirements; however, all CHC services reimbursed under the PPS rate structure are exempt from member cost share and copayment requirements.

CHCs will identify encounters by indicating HCPCS procedure code T1015 (Clinic visit/encounter, all-inclusive) on claims for services rendered. ForwardHealth will assign the appropriate encounter type to the claim detail associated with procedure code T1015 based on the provider type of the rendering provider.

Topic #21997

Telehealth for Community Health Centers

CHCs (Community Health Centers) may serve as originating site and distant site providers for [telehealth services](#).

Distant Site

Services billed with HCPCS modifier GT (modifier indicating telehealth) will be considered under the PPS reimbursement. Billing HCPCS (Healthcare Common Procedure Coding System) procedure codes T1015 (Clinic visit/encounter, all-inclusive) with a telehealth procedure code will result in a PPS (Prospective Payment System) for an allowable encounter.

Originating Site

CHCs should [submit claims for originating site services](#) on a professional claim form with HCPCS procedure code Q3014 (Telehealth originating site facility fee) and a POS code that represents where the member is located during the service. Modifier GT should not be included with procedure code Q3014 for originating site services to be considered under the PPS reimbursement method. ForwardHealth will not separately reimburse the CHC for originating site services because all costs for providing originating site services have already been incorporated into the PPS rates for CHCs. However, claims billed by CHCs for originating site services may be used for future rate setting purposes, and CHC costs associated with telehealth services may be reported for change in scope adjustment consideration.

Provider Enrollment and Ongoing Responsibilities

4

Archive Date:02/01/2021

Provider Enrollment and Ongoing Responsibilities:Provider Enrollment

Topic #21957

An Overview

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- | [Pharmacy](#)
- | [Physician](#)
- | [Podiatry](#)
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- | [Vision](#)

Topic #22037

Community Health Centers

A Federally Qualified Health Center, also known as a CHC (Community Health Center), is a clinic that meets one of the following:

- | Receives a grant under the Public Health Services Act, Section 329, 330, or 340
- | Has been designated by the secretary of the federal HHS as a facility that meets the requirements of receiving a grant (acronym title="Federally Qualified Health Center">FQHC Look Alike)
- | Has been granted a temporary waiver of the grant requirements by the secretary of the federal HHS

CHC Main Service Location

Providers who are newly [enrolling as FQHC Non-Tribal providers](#) will automatically be enrolled as the main CHC service location.

CHC Off-Site Clinics

ForwardHealth defines an "off-site clinic" as a CHC's delivery site that is a location other than the CHC's main service location and is approved by HRSA (Health Resources & Services Administration) for the provision of CHC services. More information about HRSA is available on the [HRSA website](#).

ForwardHealth requires a CHC to separately [enroll](#) each of its off-site clinics as the provider type FQHC Non-Tribal for billing and reimbursement purposes.

Note: All CHC off-site clinics must have the same tax ID as that of the associated CHC main service location.

CHC Retail Pharmacies

If a CHC also submits noncompound or compound drug claims for a retail pharmacy, a separate Medicaid provider enrollment is required to reflect the applicable individual provider type and specialty of Pharmacy. The pharmacy must have the same tax ID as that of the associated CHC main service location.

Reimbursement

5

Archive Date:02/01/2021

Reimbursement:Amounts

Topic #21957

An Overview

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- | [Podiatry](#)
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- | [Substance Abuse Day Treatment](#)
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Topic #22058

Community Health Center Encounter Reimbursement

Rates and Reimbursement

The PPS (Prospective Payment System) rate for a given encounter type is inclusive of all direct and indirect services provided to the member during the encounter.

ForwardHealth calculates a separate PPS rate for each CHC (Community Health Center) in accordance with the Benefits Improvement and Protection Act of 2000. At the end of each CHC fiscal year, ForwardHealth adjusts the PPS rate by the MEI in effect at that time. In addition, ForwardHealth may adjust a CHC's PPS rates to account for changes in the CHC's scope of service.

ForwardHealth reimburses a CHC a maximum of one PPS rate per encounter type, per member, per DOS (Dates of Service), unless the member, subsequent to the first encounter, suffers an illness or injury that requires additional diagnosis or treatment on the same day. A [subsequent encounter](#) is a unique situation that cannot be planned or anticipated. For example, a member sees their provider in the morning for a medical condition and later in the day has a fall and returns to the CHC. Subsequent encounters can be medical, dental, or behavioral health when the encounter satisfies the subsequent encounter requirements.

When a CHC member receives services of the same encounter type from more than one of the CHC's locations (for example, the main clinic, an off-site clinic, and/or a contracted facility) on a single day, the CHC will be reimbursed for only one encounter type, per DOS, unless the additional encounter qualifies as a subsequent encounter.

ForwardHealth will apply the PPS rate for the encounter type to the claim detail associated with HCPCS procedure code T1015. All other payable claim details for direct and indirect services on the claim associated with the encounter will process in a paid status with a \$0 allowed amount.

Services "Carved-Out" of the PPS Rate

Provider-administered drugs, telehealth distant site services, and certain retail pharmacy services are considered "carved out" of the PPS rate and are reimbursed separately.

Provider-Administered Drugs

Provider-administered drugs are defined as drugs administered by a provider in an office setting. The [Physician Provider-specific Resources](#) page contains a list of procedure codes classified as provider-administered drugs that may be reimbursed outside the PPS rate. These services are subject to change and must meet all applicable ForwardHealth program requirements, including, but not limited to, medical necessity, PA, claims submission, prescription requirements, and documentation requirements.

Telehealth Services

The following apply to [telehealth services](#):

- ┆ Telehealth services include "originating site" services and/or "distant site" services.
- ┆ Telehealth services are counted as encounters and require following PPS methodology guidelines.

CHC costs associated with telehealth services may be reported for change in scope adjustment consideration; therefore, telehealth service costs may be used for future rate setting purposes.

Retail Pharmacy Services

Some CHCs also provide retail pharmacy services billed on a ForwardHealth noncompound or compound drug claim. A separate Medicaid provider enrollment is required to reflect the applicable individual provider type and specialty of Pharmacy. The pharmacy must have the same tax ID as that of the associated CHC main service location.

Pharmacy reimbursement rates for noncompound or compound drug claims consist of a professional dispensing fee and an ingredient drug cost. For CHC-associated pharmacies, the professional dispensing fee is considered part of an encounter and is not reimbursed separately, even if provided on a different DOS or at a different location than the associated encounter. There is one exception; the professional dispensing fee will be carved out of the PPS rate and reimbursed separately on a pharmacy claim if the claim is for a SeniorCare member. The ingredient drug cost is carved out of the PPS rate and reimbursed separately on a pharmacy claim.

Cost Reporting

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- | [Personal Care](#)
- | [Pharmacy](#)
- | [Physician](#)
- | [Podiatry](#)
- | [Prenatal Care Coordination](#)
- | [Substance Abuse Day Treatment](#)
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- | [Vision](#)

Topic #22017

Cost Report Form

CHCs (Community Health Centers) are required to use the [Federally Qualified Health Center Cost Report \(F-02656 \(01/2021\)\)](#) for cost settlements.

The Federally Qualified Health Center cost report is available to providers in a single, fillable Microsoft Excel workbook. After opening the workbook, providers may click the navigation buttons in the document to display the form or worksheet needed. These forms will accurately perform all necessary calculations for the user and may be downloaded and saved to a computer's hard drive or a computer disk.

Topic #22018

Outstationed Enrollment for Community Health Centers

Following the end of the CHC (Community Health Center)'s fiscal year, the CHC will complete and submit to ForwardHealth the [Federally Qualified Health Center Outstationed Enrollment Survey \(F-02758 \(01/2021\)\)](#) form. The CHC will have 120 days to fill out the form following its fiscal year end.

ForwardHealth will review reported outstationed enrollment expenditures and calculate the difference between the known portions of the PPS (prospective payment systems) rate that is outstationed enrollment and the actual outstationed enrollment cost incurred during the fiscal year.

Through the reconciliation process, Medicaid payments associated with outstationed enrollment will equal 100 percent of CHC allowable outstationed enrollment expenditures.