

Certification and Ongoing Responsibilities

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Certification and Ongoing Responsibilities: Certification

Topic #196

Border Status Providers

A provider in a state that borders Wisconsin may be eligible for border-status certification. Border-status providers need to notify ForwardHealth in writing that it is common practice for members in a particular area of Wisconsin to seek their medical services.

Exceptions to this policy include:

- Nursing homes and public entities (e.g., cities, counties) outside Wisconsin are not eligible for border status.
- All out-of-state independent laboratories are eligible to be border-status providers regardless of location in the United States.

Providers who have been denied Medicaid certification in their own state are automatically denied certification by Wisconsin Medicaid unless they were denied because the services they provide are not a covered benefit in their state.

Certified border-status providers are subject to the same program requirements as in-state providers, including coverage of services and PA (prior authorization) and claims submission procedures. Reimbursement is made in accordance with ForwardHealth policies.

For more information about out-of-state providers, refer to [DHS 105.48](#), Wis. Admin. Code.

Topic #3969

Categories of Certification

Wisconsin Medicaid certifies providers in four billing categories. Each billing category has specific designated uses and restrictions. These categories include the following:

- Billing/rendering provider.
- Rendering provider.
- Group billing that requires a rendering provider.
- Group billing that does not require a rendering provider.

Providers should refer to their certification materials or to service-specific information in the Online Handbook to identify what types of certification categories they may apply for or be assigned.

Billing/Rendering Provider

Certification as 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 Provider

Certification as a rendering provider is given to those providers who practice under the professional supervision of another provider (e.g., physician assistants). Providers with a rendering provider certification cannot submit claims to ForwardHealth

directly, but 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.

Group Billing

Certification as a group billing provider is issued primarily as an accounting convenience. This allows a group billing provider to receive one reimbursement, one RA (Remittance Advice), and the 835 (835 Health Care Claim Payment/Advice) transaction for covered services rendered by individual providers within the group.

Group billing providers may not have more than one group certified by Wisconsin Medicaid, WCDP (Wisconsin Chronic Disease Program), or WWWP (Wisconsin Well Woman Program) with the same ZIP+4 address, NPI (National Provider Identifier), and taxonomy code combination. Providers at the same ZIP+4 address are required to differentiate their certification using an NPI or taxonomy code that uniquely identifies their group.

Group Billing That Requires a Rendering Provider

Individual providers within certain groups are required to be Medicaid certified 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.

Group Billing That Does Not Require a Rendering Provider

Other groups (e.g., rehabilitation agencies) are not required to indicate a rendering provider on claims.

Group billing providers should refer to their certification materials or to service-specific information in the Online Handbook to determine whether or not a rendering provider is required on claims.

Topic #467

Certification Application

To participate in Wisconsin Medicaid, providers are required to be certified by Wisconsin Medicaid as described in [DHS 105](#), Wis. Admin. Code. Providers certified by Wisconsin Medicaid may render services to members enrolled in Wisconsin Medicaid, BadgerCare Plus, and SeniorCare.

Providers interested in becoming certified by Wisconsin Medicaid are required to complete a provider application that consists of the following forms and information:

- General certification information.
- Certification requirements.
- TOR (Terms of Reimbursement).
- Provider application.
- Provider Agreement and Acknowledgement of Terms of Participation.
- Other forms related to certification.

Providers may submit [certification applications](#) by mail or through the ForwardHealth Portal.

General Certification Information

This section of the provider application contains information on contacting ForwardHealth, certification effective dates, notification of certification decisions, provider agreements, and terms of reimbursement.

Certification Requirements

Wisconsin Administrative Code contains requirements that providers must meet in order to be certified with Wisconsin Medicaid; applicable Administrative Code requirements and any special certification materials for the applicant's provider type are included in the certification requirements document.

To become Medicaid certified, providers are required to do the following:

- Meet all certification requirements for their provider type.
- Submit a properly completed provider application, provider agreement, and other forms, as applicable, that are included in the certification packet.

Providers should carefully complete the certification materials and send all applicable documents demonstrating that they meet the stated Medicaid certification criteria. Providers may call [Provider Services](#) for assistance with completing these materials.

Terms of Reimbursement

Wisconsin Medicaid certification materials include Wisconsin Medicaid's TOR, which describes the methodology by which providers are reimbursed for services provided to BadgerCare Plus, Medicaid, and SeniorCare members. Providers should retain a copy of the TOR in their files. TOR are subject to change during a certification period.

Provider Application

A key part of the certification process is the completion of the Wisconsin Medicaid Provider Application. On the provider application, the applicant furnishes contact, address, provider type and specialty, license, and other information needed by Wisconsin Medicaid to make a certification determination.

Provider Agreement and Acknowledgement of Terms of Participation

As part of the application for certification, providers are required to sign a provider agreement with the DHS (Department of Health Services). Providers applying for certification through the Portal will be required to print, sign and date, and send the provider agreement to Wisconsin Medicaid. Providers who complete a paper provider application will need to sign and date the provider agreement and submit it with the other certification materials.

By signing a provider agreement, the provider certifies that the provider and each person employed by the provider, for the purpose of providing services, holds all licenses or similar entitlements and meets other requirements specified in [DHS 101 through DHS 109](#), Wis. Admin. Code, and required by federal or state statute, regulation, or rule for the provision of the service.

The provider's certification to participate in Wisconsin Medicaid may be terminated by the provider as provided at [DHS 106.05](#), Wis. Admin. Code, or by the DHS upon grounds set forth in [DHS 106.06](#), Wis. Admin. Code.

This provider agreement remains in effect as long as the provider is certified to participate in Wisconsin Medicaid.

Topic #190

Completing Certification Applications

Health care providers are required to include their NPI (National Provider Identifier) on the certification application.

Note: Obtaining an NPI does not replace the Wisconsin Medicaid certification process.

Portal Submission

Providers may apply for Medicaid certification directly through the [ForwardHealth Portal](#). Though the provider certification application is available via the public Portal, the data are entered and transmitted through a secure connection to protect personal data. Applying for certification through the Portal offers the following benefits:

- Fewer returned applications. Providers who apply through the Portal are taken through a series of screens that are designed to guide them through the application process. This ensures that required information is captured and therefore reduces the instances of applications returned for missing or incomplete information.
- Instant submission. At the end of the online application process, applicants instantly submit their application to ForwardHealth and are given an ATN (application tracking number) to use in tracking the status of their application.
- Indicates documentation requirements. At the end of the online process, applicants are also given detailed instructions about what actions are needed to complete the application process. For example, the applicant will be instructed to print the provider agreement and any additional forms that Wisconsin Medicaid must receive on paper and indicates whether supplemental information (e.g., transcripts, copy of license) is required. Applicants are also able to save a copy of the application for their records.

Paper Submission

Providers may also submit provider applications on paper. To request a paper provider application, providers should do one of the following:

- Contact [Provider Services](#).
- Click the "Contact Us" link on the Portal and send the request via e-mail.
- Send a request in writing to the following address:

ForwardHealth
 Provider Maintenance
 6406 Bridge Rd
 Madison WI 53784-0006

Written requests for certification materials must include the following:

- The number of provider applications requested and each applicant's/provider's name, address, and telephone number (a provider application must be completed for each applicant/provider).
- The provider's NPI (for health care providers) that corresponds to the type of application being requested.
- The program for which certification is requested (Wisconsin Medicaid).
- The type of provider (e.g., physician, physician clinic or group, speech-language pathologist, hospital) or the type of services the provider intends to provide.

Paper provider applications are assigned an ATN at the time the materials are requested. As a result, [examples of the provider application are available](#) on the Portal for reference purposes only. These examples should not be downloaded and submitted to Wisconsin Medicaid. For the same reason, providers are not able to make copies of a single paper provider application and submit them for multiple applicants. These policies allow Wisconsin Medicaid to efficiently process and track certifications and assign effective dates.

Once completed, providers should mail certification materials to the address indicated on the application cover letter. Sending certification materials to any other Wisconsin Medicaid address may cause a delay.

Topic #191

Effective Date of Medicaid Certification

When assigning an initial effective date, ForwardHealth follows these regulations:

1. The date the provider submits his or her online provider application to ForwardHealth or contacts ForwardHealth for a paper application is the earliest effective date possible and will be the initial effective date if the following are true:
 - o The provider meets all applicable licensure, certification, authorization, or other credential requirements as a prerequisite for Wisconsin Medicaid on the date of notification. Providers should not hold their application for pending licensure, Medicare, or other required certification but submit it to ForwardHealth. ForwardHealth will keep the provider's application on file and providers should send ForwardHealth proof of eligibility documents immediately, once available, for continued processing.
 - o ForwardHealth received the provider agreement and any supplemental documentation within 30 days of submission of the online provider application.
 - o ForwardHealth received the paper application within 30 days of the date the paper application was mailed.
2. If ForwardHealth receives the provider agreement and any applicable supplemental documents more than 30 days after the provider submitted the online application or receives the paper application more than 30 days after the date the paper application was mailed, the provider's effective date will be the date the complete application was received at ForwardHealth.
3. If ForwardHealth receives the provider's application within the 30-day deadline described above and it is incomplete or unclear, the provider will be granted one 30-day extension to respond to ForwardHealth's request for additional information. ForwardHealth must receive a response to the request for additional information within 30 days from the date on the letter requesting the missing information or item(s). This extension allows the provider additional time to obtain proof of eligibility (such as license verification, transcripts, or other certification).
4. If the provider does not send complete information within the original 30-day deadline or 30-day extension, the initial effective date will be based on the date ForwardHealth receives the complete and accurate application materials.

Group Certification Effective Dates

Group billing certifications are given as a billing convenience. Groups (except providers of mental health services) may submit a written request to obtain group billing certification with a certification effective date back 365 days from the effective date assigned. Providers should mail requests to backdate group billing certification to the following address:

ForwardHealth
 Provider Maintenance
 6406 Bridge Rd
 Madison WI 53784-0006

Request for Change of Effective Date

If providers believe their initial certification effective date is incorrect, they may request a review of the effective date. The request should include documentation that indicates the certification criteria that were incorrectly considered. Requests for changes in certification effective dates should be sent to Provider Maintenance.

Medicare Enrollment

ForwardHealth requires certain types of providers to be enrolled in Medicare as a condition for Medicaid certification. This requirement is specified in the certification materials for these provider groups.

The enrollment process for Medicare is separate from Wisconsin Medicaid's certification process. Providers applying for Medicare enrollment *and* Medicaid certification are encouraged to apply for Wisconsin Medicaid certification at the same time they apply for Medicare enrollment, even though Medicare enrollment must be finalized first. By applying for Medicare enrollment

and Medicaid certification simultaneously, it may be possible for ForwardHealth to assign a Medicaid certification effective date that is the same as the Medicare enrollment date.

Topic #193

Materials for New Providers

On an ongoing basis, providers should refer to the Online Handbook for the most current BadgerCare Plus and Medicaid information. Future changes to policies and procedures are published in *ForwardHealth Updates*.

Certain providers may opt not to receive these materials by completing the Deletion from Publications Mailing List (F-11015 (10/08)) form in the certification materials. Providers who opt out of receiving publications are still bound by ForwardHealth's rules, policies, and regulations even if they choose not to receive *Updates* on an ongoing basis. *Updates* are available for viewing and downloading on the ForwardHealth Portal.

Topic #3410

Multiple Locations

The number of Medicaid certifications allowed or required per location is based on licensure, registration, certification by a state or federal agency, or an accreditation association identified in the Wisconsin Administrative Code. Providers with multiple locations should inquire if multiple applications must be completed when requesting a Medicaid certification application.

Topic #11937

Durable Medical Equipment Providers with Multiple Locations

Each DME (durable medical equipment) provider, with the exception of individuals and sole proprietors, is required to do the following:

- Ensure that each practice location, if there is more than one, has its own unique NPI (National Provider Identifier). To obtain an NPI, providers may request one [online](#).
- Apply for Medicaid (or WCDP (Wisconsin Chronic Disease Program), if applicable) certification for each practice location.

Sole proprietors and individual providers are an exception to this requirement. A DME provider who is a sole proprietor needs only one NPI as he or she is assigned to an Entity Type 1, or individual, NPI. As a sole proprietor or an individual, a provider may not receive or designate more than one NPI.

Topic #654

Multiple Services

Providers who offer a variety of services may be required to complete a separate Medicaid certification packet for each specified service/provider type.

Health care providers who are federally required to have an NPI (National Provider Identifier) are responsible for obtaining the appropriate certification for their NPI.

If a Medicaid-certified provider begins offering a new service *after* he or she has become initially certified, it is recommended that

he or she call [Provider Services](#) to inquire if another application must be completed.

Topic #1721

Medicaid-certified nursing homes, pharmacies, and other types of providers may be reimbursed for providing DME (durable medical equipment) services without obtaining certification as a DME provider. The DME [maximum allowable fee index](#) indicates the allowable provider types for each procedure code. All providers are required to follow the policies of the DME service area when providing DME services.

Topic #194

Noncertified In-State Providers

Wisconsin Medicaid reimburses noncertified in-state providers for providing emergency medical services to a member or providing services to a member during a time designated by the governor as a state of emergency. The emergency situation or the state of emergency must be sufficiently documented on the claim. Reimbursement rates are consistent with rates for Wisconsin Medicaid-certified providers rendering the same service.

Claims from noncertified in-state providers must be submitted with an [In-State Emergency Provider Data Sheet \(F-11002 \(10/08\)\)](#). The In-State Emergency Provider Data Sheet provides ForwardHealth with minimal tax and licensure information.

Noncertified in-state providers may call [Provider Services](#) with questions.

Topic #4449

Notice of Certification Decision

Wisconsin Medicaid will notify the provider of the status of the certification usually within 10 business days, but no longer than 60 days, after receipt of the complete application for certification. Wisconsin Medicaid will either approve the application and issue the certification or deny the application. If the application for certification is denied, Wisconsin Medicaid will give the applicant reasons, in writing, for the denial.

Providers who meet the certification requirements will be sent a welcome letter and a copy of the signed provider agreement. Included with the letter is an attachment with important information such as effective dates and assigned provider type and specialty. This information will be used when conducting business with BadgerCare Plus, Medicaid, or SeniorCare.

The welcome letter will also notify non-healthcare providers (e.g., SMV (specialized medical vehicle) providers, personal care agencies, blood banks) of their Medicaid provider number. This number will be used on claim submissions, PA (prior authorization) requests, and other communications with ForwardHealth programs.

Topic #1619

Out-of-State Providers

Out-of-state providers are limited to those providers who are licensed in the United States (and its territories), Mexico, and Canada. Out-of-state providers are required to be licensed in their own state of practice.

Wisconsin Medicaid reimburses out-of-state providers for providing emergency medical services to a BadgerCare Plus or Medicaid member or providing services to a member during a time designated by the governor as a state of emergency. The emergency situation or the state of emergency must be sufficiently documented on the claim. Reimbursement rates are consistent

with rates for Wisconsin Medicaid-certified providers providing the same service.

Out-of-state providers are reimbursed for services provided to eligible BadgerCare Plus or Medicaid members in either of the following situations:

- The service was provided in an emergency situation, as defined in [DHS 101.03\(52\)](#), Wis. Admin. Code.
- PA (prior authorization) was obtained from ForwardHealth *before* the nonemergency service was provided.

Claims from noncertified out-of-state providers must be submitted with an [Out-of-State Provider Data Sheet \(F-11001 \(10/08\)\)](#). The Out-of-State Provider Data Sheet provides Wisconsin Medicaid with minimal tax and licensure information.

Out-of-state providers may contact [Provider Services](#) with questions.

Topic #4457

Provider Addresses

ForwardHealth interChange has the capability of storing the following types of addresses and related information, such as contact information and telephone numbers:

- *Practice location address and related information (formally known as physical address)*. 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 telephone number for member's use. With limited exceptions, the practice location and telephone number for member's 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 concise address information to aid in proper mail delivery.
- *PA (prior authorization) address*. This address is where ForwardHealth will mail PA information.
- *Financial addresses (formally known as payee address)*. Two separate financial addresses are stored in ForwardHealth interChange. The checks address is where Wisconsin Medicaid will mail paper checks. The 1099 mailing address is where Wisconsin Medicaid will mail IRS Form 1099.

Providers may submit additional address information or modify their current information through the ForwardHealth Portal or by using the [Provider Change of Address or Status \(F-1181 \(10/08\)\)](#) form.

Note: Providers are cautioned that any changes to their practice location on file with ForwardHealth 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 Web site](#).

Provider addresses are stored separately for each program (i.e., Medicaid, WCDP (Wisconsin Chronic Disease Program), and WWWP (Wisconsin Well Woman Program)) for which the provider is certified. Providers should consider this when supplying additional address information and keeping address information current. Providers who are certified for multiple programs and have an address change that applies to more than one program should provide this information for each program. Providers who submit these changes on paper need to submit *one* Provider Change of Address or Status form if changes are applicable for multiple programs.

Topic #1722

Provider Eligibility and Certification

Any individual, corporation, business, or organization that sells or rents medical equipment, supplies, oxygen supplies, prosthetic, or orthotic devices may be Wisconsin Medicaid certified. Any DME (durable medical equipment) provider may furnish DME, enteral nutrition products, and DMS (disposable medical supplies). Refer to the [Enteral Nutrition Products](#) service area and the

[DMS](#) service area for policy, PA (prior authorization), and claim submission information.

Pharmacies and home health providers may dispense DME without separate certification. Pharmacies and home health agencies must follow the coverage limitations in the DME service area.

Orthotic and Prosthetic Provider Certification

Only providers who meet specific criteria may be certified by Wisconsin Medicaid as specializing in orthotics or prosthetics.

To receive specialized Medicaid certification, providers must meet one of the following requirements:

- Be certified by the ABC (American Board for Certification) in Orthotics and Prosthetics, Incorporated. The ABC certification must designate the provider as a certified orthotist or certified prosthetist.
- Be a facility accredited in orthotics or prosthetics by the ABC.
- Be a non-accredited ABC facility, but have a staff member who is ABC accredited in orthotics or prosthetics.

Topic #1931

Provider Type and Specialty Changes

Providers who want to add a certification type or make a change to their certification type should call [Provider Services](#).

Topic #1932

Reinstating Certification

Providers whose Medicaid certification has ended for any reason other than sanctions or failure to be recertified may have their certification reinstated as long as all licensure and certification requirements are met. The criteria for reinstating certification vary, depending upon the reason for the cancellation and when the provider's certification ended.

If it has been less than 365 days since a provider's certification has ended, the provider is required to submit a letter or the [Provider Change of Address or Status \(F-1181 \(10/08\)\)](#) form, stating that he or she wishes to have his or her Medicaid certification reinstated.

If it has been more than 365 days since a provider's certification has ended, the provider is required to submit new certification materials. This can be done by completing them through the ForwardHealth Portal or submitting a paper provider application.

Topic #4448

Tracking Certification Materials

Wisconsin Medicaid allows providers to track the status of their certification application either through the ForwardHealth Portal or by calling [Provider Services](#). Providers who submitted their application through the Portal will receive the ATN (application tracking number) upon submission, while providers who request certification materials from Wisconsin Medicaid will receive an ATN on the application cover letter sent with their provider application. Regardless of how certification materials are submitted, providers may use one of the methods listed to track the status of their certification application.

Note: Providers are required to wait for the Notice of Certification Decision as official notification that certification has been approved. This notice will contain information the provider needs to conduct business with BadgerCare Plus, Medicaid, or SeniorCare; therefore, an approved or enrolled status alone does not mean the provider may begin providing or billing for

services.

Tracking Through the Portal

Providers are able to track the status of a certification application through the [Portal](#) by entering their ATN. Providers will receive current information on their application, such as whether it's being processed or has been returned for more information.

Tracking Through Provider Services

Providers may also check on the status of their submitted application by contacting Provider Services and giving their ATN.

Documentation

Topic #6277

1099 Miscellaneous Forms

ForwardHealth generates the 1099 Miscellaneous form in January of each year for earnings greater than \$600.00, per IRS (Internal Revenue Service) regulations. One 1099 Miscellaneous form per financial payer and per tax identification number is generated, regardless of how many provider IDs or NPIs (National Provider Identifier) share the same tax identification number. For example, a provider who conducts business with both Medicaid and WCDP (Wisconsin Chronic Disease Program) 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 DHCAA (Division of Health Care Access and Accountability) has the right to inspect, review, audit, and reproduce provider records pursuant to [DHS 106.02\(9\)\(e\)](#), Wis. Admin. Code. The DHCAA periodically requests provider records for compliance audits to match information against ForwardHealth's information on paid claims, PA (prior authorization) 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 DHCAA staff member(s).

Wisconsin Medicaid reimburses providers \$0.06 per page for the cost of reproducing records requested by the DHCAA to conduct a compliance audit. A letter of request for records from the DHCAA 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 DHCAA and a provider, such as reproduction costs for submitting PA requests and claims.

Also, state-contracted MCOs (managed care organizations), including HMOs (Health Maintenance Organizations) and SSI (Supplemental Security Income) HMOs, are not reimbursed for the reproduction costs covered in their contract with the DHS (Department of Health Services).

The reproduction of records requested by the PRO (Peer Review Organization) under contract with the DHCAA is reimbursed at a rate established by the PRO.

Topic #200

Confidentiality

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. Therefore, use or disclosure of any information concerning applicants and members for any purpose not connected with program administration, including contacts with third-party payers that are necessary for pursuing third-party payment and the release of information as ordered by the court, is prohibited unless

authorized by the applicant or member.

To comply with the standards, providers are required to follow the procedures outlined in the Online Handbook to ensure the proper release of this information. ForwardHealth providers, like other health care providers, are also subject to other laws protecting confidentiality of health care information including, but not limited to, the following:

- [s. 146.81-146.84](#), Wis. Stats., Wisconsin health care confidentiality of health care information regulations.
- 42 USC s. 1320d - 1320d-8 (federal HIPAA (Health Insurance Portability and Accountability Act of 1996)) and accompanying regulations.

Any person violating this regulation may be fined an amount from \$25 up to \$500 or imprisoned in the county jail from 10 days up to one year, or both, for each violation.

A provider is not subject to civil or criminal sanctions when releasing records and information regarding applicants or members if such release is for purposes directly related to administration or if authorized in writing by the applicant or member.

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 [DHS 106.02\(9\)\(b\)](#), Wis. Admin. Code, a provider is required to include certain written documentation in a member's medical record.

Topic #1723

Documentation for Durable Medical Equipment

Providers are required to prepare and maintain truthful, accurate, complete, legible, and concise documentation of the member's continuing use of the equipment, as well as documentation of all DME (durable medical equipment) services as stated in [DHS 106.02\(9\)\(a\)](#), Wis. Admin. Code. A current, signed, and dated physician prescription is required for each DME for each DOS (date of service) when requesting Medicaid reimbursement.

Additional Requirements for Compression Garments

Providers are required to maintain the following supporting documentation in their records for compression garments:

- Signed and dated physician prescription that includes the following:
 - Diagnosis.
 - Amount of compression ordered.
 - Prescribed garment.
 - Body part for which the garment was prescribed.
- Manufacturer's invoice for the compression garment that was provided.
- Date of delivery of the compression garment, signature of the person receiving the delivery, and instructions given for use

and care.

- Clinical information, including the following:
 - Specific documented measurements required for the garment ordered (this information may be found on the manufacturer's order form).
 - Date(s) on which measurements were taken.
 - Appropriate periodic circumferential measurements, using consistent units of measurement (e.g., centimeters used at every measurement).
- Documentation submitted with a PA (prior authorization) request.
- Documentation submitted with a claim.

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 (dates of service) 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.

For information regarding fees that may be charged to members for copies of health care records, refer to [s. 146.83\(3f\)](#), Wis. Stats.

Topic #203

Preparation and Maintenance of Records

All providers who receive payment from Wisconsin Medicaid, including state-contracted MCOs (managed care organizations), 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 #1724

Prescriptions

All services, with few exceptions, require a current, separate, physician's prescription. This requirement applies to both routine and nonroutine repairs for DME (durable medical equipment).

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 (rural health clinics), who 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.

Reviews and Audits

The DHS (Department of Health Services) 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 ForwardHealth may come from a variety of individuals including attorneys, insurance adjusters, and members. Providers are required to notify ForwardHealth by contacting [Provider Services](#) when releasing billing information or medical claim records relating to charges for covered services except the following:

- 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.
- 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 the member, the provider should send a copy of the requested billing information or medical claim records, along with the name and address of the requester, to the following address:

Department of Health Services
Casualty/Subrogation Program
PO Box 6243
Madison WI 53791

ForwardHealth will process and forward the requested information to the requester.

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 should 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 (managed care organization), 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-certified 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 (Department of Health Services) or the federal HHS (Department of Health and Human Services) 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

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 #215

Change in Ownership

New certification materials, including a provider agreement, must be completed whenever a change in ownership occurs. ForwardHealth defines a "change in ownership" as when a different party purchases (buys out) or otherwise obtains ownership or effective control over a practice or facility. Examples of a change in ownership include the following:

- A sole proprietorship transfers title and property to another party.
- Two or more corporate clinics or centers consolidate and a new corporate entity is created.
- There is an addition, removal, or substitution of a partner in a partnership.
- An incorporated entity merges with another incorporated entity.
- An unincorporated entity (sole proprietorship or partnership) becomes incorporated.

The following provider types require Medicare enrollment and/or [DQA \(Division of Quality Assurance\) certification](#) for Wisconsin Medicaid certification change in ownerships:

- Ambulatory surgery centers.
- ESRD (end-stage renal disease) services providers.
- FQHCs (federally qualified health centers).
- Home health agencies.
- Hospice providers.
- Hospitals (inpatient and outpatient).
- Nursing homes.
- Outpatient rehabilitation facilities.
- Rehabilitation agencies.
- RHCs (rural health clinics).

All changes in ownership must be reported in writing to ForwardHealth and new certification materials must be completed *before* the effective date of the change. The affected provider numbers should be noted in the letter. When the change in ownership is complete, the provider(s) will receive written notification of his or her provider number and the new Medicaid certification effective date in the mail.

Providers with questions about change in ownership should call [Provider Services](#).

Repayment Following Change in Ownership

Medicaid-certified providers who sell or otherwise transfer their business or business assets are required to repay ForwardHealth for any erroneous payments or overpayments made to them by Wisconsin Medicaid. If necessary, the provider to whom a

transfer of ownership is made will also be held liable by ForwardHealth for repayment. Therefore, prior to final transfer of ownership, the provider acquiring the business is responsible for contacting ForwardHealth to ascertain if he or she is liable under this provision.

The provider acquiring the business is responsible for making payments within 30 days after receiving notice from the DHS (Department of Health Services) that the amount shall be repaid in full.

Providers may send inquiries about the determination of any pending liability on the part of the owner to the following address:

Division of Health Care Access and Accountability
Bureau of Program Integrity
PO Box 309
Madison WI 53701-0309

ForwardHealth has the authority to enforce these provisions within four years following the transfer of a business or business assets. Refer to [s. 49.45\(21\)](#), Wis. Stats., for complete information.

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:

- Title VI and VII of the Civil Rights Act of 1964.
- The Age Discrimination Act of 1975.
- Section 504 of the Rehabilitation Act of 1973.
- The ADA (Americans with Disabilities Act) 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:

- Denial of aid, care, services, or other benefits.
- Segregation or separate treatment.
- Restriction in any way of any advantage or privilege received by others. (There are some program restrictions based on eligibility classifications.)
- Treatment different from that given to others in the determination of eligibility.
- Refusing to provide an oral language interpreter to persons who are considered LEP (limited English proficient) at no cost to the LEP individual in order to provide meaningful access.
- 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 (Department of Health Services) [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:

- Denying services, financial aid, or other benefits that are provided as a part of a provider's program.
- Providing services in a manner different from those provided to others under the program.
- Aggregating or separately treating clients.
- Treating individuals differently in eligibility determination or application for services.
- Selecting a site that has the effect of excluding individuals.
- Denying an individual's participation as a member of a planning or advisory board.
- 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 (Americans with Disabilities Act) 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 #198

Contracted Staff

Under a few circumstances (e.g., personal care, case management services), providers may contract with non-Medicaid certified agencies for services. Providers are legally, programmatically, and fiscally responsible for the services provided by their contractors and their contractor's services.

When contracting services, providers are required to monitor the contracted agency to ensure that the agency is meeting member needs and adhering to ForwardHealth requirements.

Providers are also responsible for informing a contracted agency of ForwardHealth requirements. Providers should refer those with whom they contract for services to ForwardHealth publications for program policies and procedures. ForwardHealth references and publications include, but are not limited to, the following:

- Wisconsin Administrative Code.
- *ForwardHealth Updates*.
- The Online Handbook.

Providers should encourage contracted agencies to visit the ForwardHealth Portal regularly for the most current information.

Topic #216

Examples of Ongoing Responsibilities

Responsibilities for which providers are held accountable are described throughout the Online Handbook. Medicaid-certified 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 (prior authorization) 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 recertification 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

Types of Changes

Providers are required to notify ForwardHealth of changes, including the following:

- Address(es) — practice location and related information, mailing, PA (prior authorization), and/or financial.
- Business name.
- Contact name.
- Federal Tax ID number (IRS (Internal Revenue Service) number).
- Group affiliation.
- Licensure.
- NPI (National Provider Identifier).
- 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 in the event that 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.

Address Changes

Healthcare 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.

Submitting Changes in Address or Status

Once certified, providers are required to submit changes in address or status as they occur, either through the Portal or on paper.

ForwardHealth Portal Submission

After establishing a provider account on the ForwardHealth Portal, providers may make changes to their demographic information online. Changes made through the Portal instantly update the provider's information in ForwardHealth interChange. In addition, since the provider is allowed to make changes directly to his or her information, the process does not require re-entry by ForwardHealth.

Providers should note, however, that the demographic update function of the Portal limits certain providers from modifying some types of information. Providers who are not able to modify certain information through the Portal may make these changes using the [Provider Change of Address or Status \(F-01181 \(09/11\)\)](#) form.

Paper Submission

Providers must use the Provider Change of Address or Status form. Copies of old versions of this form will not be accepted and will be returned to the provider so that he or she may complete the current version of the form or submit changes through the Portal.

Change Notification Letter

When a change is made to certain provider information, either through the use of the Provider Change of Address or Status form or through the Portal, ForwardHealth will send a letter notifying the provider of the change(s) made. Providers should carefully review the Provider File Information Change Summary included with the letter. If any information on this summary is incorrect, providers may do one of the following:

- If the provider made an error while submitting information on the Portal, he or she should correct the information through the Portal.
- If the provider submitted incorrect information using the Provider Change of Address or Status form, he or she should either submit a corrected form or correct the information through the Portal.
- If the provider submitted correct information on the Provider Change of Address or Status form and believes an error was made in processing, he or she can contact [Provider Services](#) to have the error corrected or submit the correct information via the Portal.

Notify Division of Quality Assurance of Changes

Providers licensed or certified by the DQA (Division of Quality Assurance) are required to notify the DQA of changes to physical address, changes of ownership, and facility closures by calling (608) 266-8481.

Providers licensed or certified by the DQA are required to notify the DQA of these changes *before* notifying ForwardHealth. The DQA will then forward the information to ForwardHealth.

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 (Department of Health Services). Within the DHS, the DHCAA (Division of Health Care Access and Accountability) is directly responsible for managing these programs.

Topic #1725

Section [49](#), Wis. Stats., and [DHS 105.40](#) and [DHS 107.24](#), Wis. Admin. Code, provide the legal framework for DME (durable medical equipment) provider services.

Provider Numbers

Topic #3421

National Provider Identifier

Health care providers are required to indicate an NPI (National Provider Identifier) on electronic and paper transactions submitted to ForwardHealth.

The NPI is a 10-digit number obtained through NPPES (National Plan and Provider Enumeration System).

Providers should ensure that they have obtained an appropriate NPI to correspond to their certification.

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 certifications — one certification as an individual physical therapist and the other certification as the physical therapy group. A Type 1 NPI for the individual certification and a Type 2 NPI for the group certification are required.

NPIs and classifications may be viewed on the [NPPES Web site](#). The [CMS \(Centers for Medicare and Medicaid Services\) Web site](#) includes more Type 1 and Type 2 NPI information.

Multiple Certifications

Some providers hold multiple certifications with Wisconsin Medicaid. For example, a health care organization may be certified according to the type of services their organization provides (e.g., physician group, therapy group, home health agency) or the organization may have separate certification for each practice location. Wisconsin Medicaid maintains a separate provider file for each certification that stores information used for processing electronic and paper transactions (e.g., provider type and specialty, certification begin and end dates). When a single NPI is reported for multiple certifications, ForwardHealth requires additional data to identify the provider and to determine the correct provider file to use when processing transactions.

The following additional data are required with an NPI when a single NPI corresponds to multiple certifications:

- The provider's taxonomy code on file with ForwardHealth.
- The ZIP+4 code (complete, nine digits) that corresponds to the practice location address on file with ForwardHealth.

When conducting business with ForwardHealth following certification, a taxonomy code is required when the NPI reported to ForwardHealth corresponds to more than one certification and the provider's practice location ZIP+4 code does not uniquely identify the provider. Omission of the required data will cause claims and other transactions to be denied or delayed in processing.

Topic #5096

Taxonomy Codes

Taxonomy codes are standard code sets used to provide information about provider type and specialty for the provider's certification. ForwardHealth uses taxonomy codes as additional data for correctly matching the NPI (National Provider Identifier) to the provider file.

Providers are required to use a taxonomy code when the NPI reported to ForwardHealth corresponds to multiple certifications 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 certification. 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; this primary code will be used by ForwardHealth for identification purposes.

Providers who wish to change their taxonomy code or add additional taxonomy codes may do so using the demographic maintenance link found in the secure Provider area of the ForwardHealth Portal. Alternatively, providers may use the [Provider Change of Address or Status \(F-01181 \(09/11\)\)](#) form to report new taxonomy codes.

Most taxonomy code changes entered through demographic maintenance will take effect in real time; providers may use the new codes immediately on transactions. Providers who submit new taxonomy codes using the Provider Change of Address or Status form will need to check demographic maintenance to verify ForwardHealth has received and added the new taxonomy codes prior to using them 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 certification 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 (National Provider Identifier) reported to ForwardHealth corresponds to multiple certifications 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 [United States Postal Service](#) Web site.

Provider Rights

Topic #208

A Comprehensive Overview of Provider Rights

Medicaid-certified 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 \(Enrollment Verification System\) 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:

ForwardHealth
 Provider Maintenance
 6406 Bridge Rd
 Madison WI 53784-0006

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 (Department of Health Services) action or inaction for which due process is required

under [s. 227](#), Wis. Stats., may request a hearing by writing to the DHA (Division of Hearings and Appeals).

A provider who wishes to contest the DHCAA's (Division of Health Care Access and Accountability) 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 (Division of Health Care Access and Accountability) 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 (Centers for Medicare and Medicaid Services), 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

Recertification

Topic #8517

An Overview

Each year approximately one-third of all Medicaid-certified providers undergo recertification. During provider recertification, providers update their information and sign the Wisconsin Medicaid Provider Agreement and Acknowledgement of Terms of Participation. Providers are required to complete the provider recertification process to continue their participation with Wisconsin Medicaid. For most providers, recertification will be conducted online at the ForwardHealth Portal. Providers will be notified when they need to be recertified and will be provided with instructions on how to complete the recertification process.

Topic #8521

Checking the Status of a Recertification Application

Providers may check the status of their recertification on the [ForwardHealth Portal](#) by entering the ATN (application tracking number) from the Provider Recertification Notice and pressing "Search."

Providers will receive one of the following status responses:

- "Approved." ForwardHealth has reviewed the recertification materials and all requirements have been met. ForwardHealth is completing updates to provider files.
- "Awaiting Additional Info." ForwardHealth has reviewed the recertification materials and has requested additional information from the provider. Providers will receive a letter via mail when additional materials or information are required to complete processing of the recertification materials.
- "Awaiting Follow-On Documents." ForwardHealth requires additional paper documents to process the recertification. After the provider has submitted recertification information online via the Portal, the final screen will list additional documents the provider must mail to ForwardHealth. ForwardHealth cannot complete processing until these documents are received. This status is primarily used for SMV (specialized medical vehicle) provider recertification.
- "Denied." The provider's recertification has been denied.
- "Failure to Recertify." The provider has not recertified by the established recertification deadline.
- "In Process." The recertification materials are in the process of being reviewed by ForwardHealth.
- "Paper Requested." The provider requested a paper recertification application and ForwardHealth has not received the paper application yet.
- "Recert Initiated." The Provider Recertification Notice and PIN (personal identification number) letter have been sent to the provider. The provider has not started the recertification process yet.
- "Recertified." The provider has successfully completed recertification. There are no actions necessary by the provider.
- "Referred To DHS." ForwardHealth has referred the provider recertification materials to the State Certification Specialist for recertification determination.

Topic #8519

Notification Letters

Providers undergoing recertification will receive two important letters in the mail from ForwardHealth:

- The Provider Recertification Notice. This is the first notice to providers. The Provider Recertification Notice contains identifying information about the provider who is required to complete recertification, the recertification deadline, and the ATN (application tracking number) assigned to the provider. The ATN is used when logging in to the ForwardHealth Portal to complete recertification and also serves as the tracking number when checking the status of the provider's recertification.
- The PIN (personal identification number) letter. Providers will receive this notice a few days after the Provider Recertification Notice. The PIN letter will contain a recertification PIN and instructions on logging in to the Portal to complete recertification.

The letters are sent to the mailing address on file with Wisconsin Medicaid. Providers should read these letters carefully and keep them for reference. The letters contain information necessary to log in to the secure Recertification area of the Portal to complete recertification. If a provider needs to replace one of the letters, the recertification process will be delayed.

Topic #8523

Paper Recertification Applications

Providers who do not have Internet access or who are not able to complete recertification via the ForwardHealth Portal should contact [Provider Services](#) to request a paper recertification application. Providers who request a paper application are required to complete the recertification process on paper and not online via the Portal to avoid duplicate recertification submissions.

Topic #8522

Recertification Completed by an Authorized Representative

A provider has several options for submitting information to the DHS (Department of Health Services), including electronic and Web-based submission methodologies that require the input of secure and discrete access codes but not written provider signatures.

The provider has sole responsibility for maintaining the privacy and security of any access code the provider uses to submit information to the DHS, and any individual who submits information using such access code does so on behalf of the provider, regardless of whether the provider gave the access code to the individual or had knowledge that the individual knew the access code or used it to submit information to the DHS.

Topic #8520

Recertification on the ForwardHealth Portal

Logging in to the Secure Recertification Area of the Portal

Once a provider has received the Provider Recertification Notice and PIN (personal identification number) letter, the provider may log in to the Recertification area of the ForwardHealth Portal to begin the recertification process.

The Recertification area of the Portal is not part of a Provider Portal account. Providers do not need a Provider Portal account to participate in recertification via the Portal. Providers are not able to access the Recertification area of the Portal by logging in to a Provider Portal account; providers must use the ATN (application tracking number) from the Provider Recertification Notice and PIN from the PIN letter to log in to the Recertification area of the Portal.

The Portal will guide providers through the recertification process. On each screen, providers are required to complete or verify information.

Completing Recertification

Providers are required to complete all of the recertification screens in a single session. The Portal will not save a provider's partial progress through the recertification screens. If a provider does not complete all of the recertification screens in a single session, the provider will be required to start over when logging in to the Recertification area of the Portal again.

It is important to read the final screen carefully and follow all instructions before exiting the recertification process. After exiting the recertification process, providers will not be able to retrieve the provider recertification documents for their records.

The final screen of the recertification process gives providers the option to print and save a PDF (Portable Document Format) version of the recertification information submitted to ForwardHealth. Providers whose recertification is approved immediately will also be able to print a copy of the approval letter and the Provider Agreement signed by the DHS (Department of Health Services).

In other cases, the final screen will give providers additional instructions to complete recertification, such as the following:

- The recertification application requires review. Providers are mailed the approval letter and other materials when the application is approved.
- Some providers may be required to send additional paper documentation to ForwardHealth.

Sanctions

Topic #211

Intermediate Sanctions

According to [DHS 106.08\(3\)](#), Wis. Admin. Code, the DHS (Department of Health Services) 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 (Division of Hearings and Appeals).

Topic #212

Involuntary Termination

The DHS (Department of Health Services) may suspend or terminate the Medicaid certification 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 certification 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 certification 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 certification. 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 (Department of Health Services) 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.

Claims

2

Archive Date:03/01/2012

Claims:Adjustment Requests

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 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 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 found, the provider can alter the claim to reflect the desired change and resubmit it to ForwardHealth. Any claim ForwardHealth has paid can be adjusted and resubmitted on the Portal, regardless of how the claim was originally submitted.

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 \(10/08\)\)](#) 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

Topic #518

Definition

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 card or an EE (Express Enrollment) card, BadgerCare Plus encourages providers to check the member's enrollment and, if the enrollment is not on file yet, make a photocopy of the member's temporary card or EE card. If Wisconsin's EVS (Enrollment Verification System) indicates that the member is not enrolled in BadgerCare Plus, providers should check enrollment again in two days or wait one week to submit a claim to ForwardHealth. If the EVS indicates that the member still is not enrolled after two days, or if the claim is denied with an enrollment-related EOB (Explanation of Benefits) code, providers should contact [Provider Services](#) for assistance.

Overpayments

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 certified 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

ForwardHealth 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 \(10/08\)\)](#) 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, ForwardHealth 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
6406 Bridge Rd
Madison WI 53784-0004

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 #10138

Reversing Claims

Providers may reverse (or 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 reversed claim is a complete recoupment of that claim payment. Once a claim has been reversed, the claim can no longer be adjusted; however, the services provided and indicated on the reversed claim may be resubmitted on a new claim.

If a provider returns an overpayment by mail, reversed claims will have ICNs (internal control numbers) beginning with "67." Overpayments that are adjusted on the Portal will have ICNs that begin with "59."

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

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 new [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 certifications will receive an RA for each certification 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 certified by 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

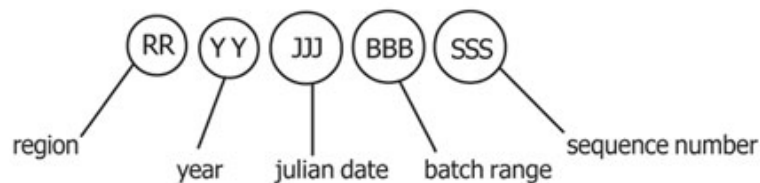
control number)). However, denied real-time compound and noncompound claims are not assigned an ICN, but receive an authorization number. Authorization numbers are not reported to the RA (Remittance Advice) or 835 (835 Health Care Claim Payment/Advice).

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
Region — 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
Year — Two digits indicate the year ForwardHealth received the claim or adjustment request.	For example, the year 2008 would appear as 08.
Julian date — 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.
Batch range — Three digits indicate the batch range assigned to the claim.	The batch range is used internally by ForwardHealth.
Sequence number — 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 #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 97 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

The DHCAA (Division of Health Care Access and Accountability) offers electronic billing software at no cost to the provider. The PES (Provider Electronic Solutions) software allows providers 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 #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 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 CMS developed its coding policies based on coding conventions defined in the American Medical Association's CPT (Current Procedural Terminology) manual, national and local policies and edits, coding guidelines developed by national societies, analysis of standard medical and surgical practices, and a review of current coding practices. 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 submitted with CPT or HCPCS (Healthcare Common Procedure Coding System) procedure codes for Wisconsin Medicaid, BadgerCare Plus, and Family Planning Only Services for compliance with the following NCCI edits:

- MUE (Medically Unlikely Edits), or units-of-service detail edits, for claims submitted on and after March 21, 2011, regardless of DOS (dates of service).
- Procedure-to-procedure detail edits for claims submitted on and after April 1, 2011, regardless of DOS.

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

Medically Unlikely Detail Edits

MUE, or units-of-service detail edits, define for each CPT/HCPCS code the maximum units of service that a provider would report under most circumstances for a single member on a single DOS. 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 procedure code 11100 (i.e., biopsy of skin lesion). 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/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 procedure code 11451 (i.e., removal of a sweat gland lesion). This is a more complex service than procedure code 93000 (i.e., electrocardiogram) 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 Web site](#) 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 about 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 \(10/08\)\)](#) 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 97 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) includes 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.
- 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 on the Remittance Advice and Corresponding Provider Types

Claim Types	Provider Types
Dental claims	Dentists, dental hygienists, HealthCheck agencies that provide dental services.
Drug and compound drug claims	Pharmacies and dispensing physicians.
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.
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	V — Capitation adjustment

type of financial transaction that created the accounts receivable.	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, 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									
REPORT: CRA-HCDN-R			FORWARDHEALTH INTERCHANGE				DATE: MM/DD/CCYY		
RA#: 999999999			<Financial Cycle Description>				PAGE: 9,999		
PAYER: XXXX			PROVIDER REMITTANCE ADVICE						
PROFESSIONAL SERVICE CLAIMS DENIED									
XX							PAYEE ID	9999999999999999	
XX							NPI	999999999999	
XX							CHECK/EFT NUMBER	9999999999	
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX, XX XXXXX-XXXX							PAYMENT DATE	MM/DD/CCYY	
--ICN--	PCN	MRN	SERVICE DATES FROM TO		BILLED AMOUNT	OTH INS AMOUNT	SPENDDOWN AMOUNT		
MEMBER NAME: XX MEMBER NO.: XXXXXXXXXXXXXXXX									
RRYYJJBBSSS XXXXXXXXXXXXXX XXXXXXXXXXXXXX MMDDYY MMDDYY 999,999,999.99 9,999,999.99 999,999.99									
HEADER EOB: 9999									
PROC CD	MODIFIERS	ALLW UNITS	SERVICE DATES FROM TO		RENDERING PROVIDER	PA NUMBER BILLED AMT	DETAIL EOB		
XXXXX	XX XX XX XX	9999.99	MMDDYY	MMDDYY	XXX XXXXXXXXXXXXXXXX	XXXXXXXXXX	9999	9999	9999 9999 9999 9999 9999 9999 9999 9999 9999 9999
						9,999,999.99	9999	9999	9999 9999 9999 9999 9999 9999 9999 9999 9999 9999
XXXXX	XX XX XX XX	9999.99	MMDDYY	MMDDYY	XXX XXXXXXXXXXXXXXXX	XXXXXXXXXX	9999	9999	9999 9999 9999 9999 9999 9999 9999 9999 9999 9999
						9,999,999.99	9999	9999	9999 9999 9999 9999 9999 9999 9999 9999 9999 9999
XXXXX	XX XX XX XX	9999.99	MMDDYY	MMDDYY	XXX XXXXXXXXXXXXXXXX	XXXXXXXXXX	9999	9999	9999 9999 9999 9999 9999 9999 9999 9999 9999 9999
						9,999,999.99	9999	9999	9999 9999 9999 9999 9999 9999 9999 9999 9999 9999
XXXXX	XX XX XX XX	9999.99	MMDDYY	MMDDYY	XXX XXXXXXXXXXXXXXXX	XXXXXXXXXX	9999	9999	9999 9999 9999 9999 9999 9999 9999 9999 9999 9999
						9,999,999.99	9999	9999	9999 9999 9999 9999 9999 9999 9999 9999 9999 9999
TOTAL PROFESSIONAL SERVICE CLAIMS DENIED: 9,999,999,999.99 99,999,999.99 9,999,999.99									
TOTAL NO. DENIED: 999,999									

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.

- WCDP (Wisconsin Chronic Disease Program).
- WWWP (Wisconsin Well Woman Program).

A separate Portal account is required for each financial payer.

Note: Each of the three 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 certification. Providers who have a single NPI (National Provider Identifier) that is used for multiple certifications should be aware that an RA will be generated for each certification, 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 certified 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
6406 Bridge Rd
Madison WI 53784-0005

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.
- 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, 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

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 #3144

Integrity in Submitting Claims

Providers may not submit a claim to ForwardHealth for a covered service that was not provided in order to apply the reimbursement toward the cost of a noncovered service.

Topic #366

Copayment Amounts

[Copayment amounts](#) collected from members should not be deducted from the charges submitted on claims. Providers should indicate their usual and customary charges for all services provided.

In addition, copayment amounts should not be included when indicating the amount paid by other health insurance sources.

The appropriate copayment amount is automatically deducted from allowed payments. Remittance information reflects the automatic deduction of applicable copayment amounts.

Topic #548

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 [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 #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).

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 or the maximum allowable fee established.

Submission

Topic #4477

1500 Health Insurance Claim Form Completion Instructions for Durable Medical Equipment

A [sample 1500 Health Insurance Claim Form](#) is available for DME (durable medical equipment).

Use the following claim form completion instructions, not the claim form's printed descriptions, to avoid denial or inaccurate claim payment. Complete all required elements as appropriate. Be advised that every code used, even if it is entered in a non-required field, is required to be a valid code. Do not include attachments unless instructed to do so.

Members enrolled in BadgerCare Plus or Medicaid receive a ForwardHealth identification card. Always verify a member's enrollment before providing nonemergency services to determine if there are any limitations on 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.

Submit completed paper claims to the following address:

ForwardHealth
Claims and Adjustments
6406 Bridge Rd
Madison WI 53784-0002

Element 1 — Medicare, Medicaid, TRICARE CHAMPUS, CHAMPVA, Group Health Plan, FECA, Blk Lung, Other
Enter "X" in the Medicaid check box.

Element 1a — Insured's ID Number

Enter the member identification number. Do not enter any other numbers or letters. Use the ForwardHealth card or Wisconsin's EVS (Enrollment Verification System) to obtain the correct member ID.

Element 2 — Patient's Name

Enter the member's last name, 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 3 — Patient's Birth Date, Sex

Enter the member's birth date in MMDDYY format (e.g., February 3, 1955, would be 020355) or in MMDDCCYY format (e.g., February 3, 1955, would be 02031955). Specify whether the member is male or female by placing an "X" in the appropriate box.

Element 4 — Insured's Name

Data are required in this element for OCR (Optical Character Recognition) processing. Any information populated by a provider's computer software is acceptable data for this element (e.g., "Same"). If computer software does not automatically complete this element, enter information such as the member's last name, first name, and middle initial.

Element 5 — Patient's Address

Enter the complete address of the member's place of residence, if known.

Element 6 — Patient Relationship to Insured (not required)**Element 7 — Insured's Address (not required)****Element 8 — Patient Status (not required)****Element 9 — Other Insured's Name**

Commercial health insurance must be billed prior to submitting claims to ForwardHealth, unless the service does not require commercial health insurance billing as determined by ForwardHealth.

If the EVS indicates that the member has dental ("DEN") insurance only, is enrolled in a Medicare Advantage Plan only, or has no commercial health insurance, leave Element 9 blank.

If the EVS indicates that the member has any other commercial health insurance, and the service requires other insurance billing, one of the following three OI (other insurance) explanation codes must be indicated in the first box of Element 9. If submitting a multiple-page claim, providers are required to indicate OI explanation codes on the *first page* of the claim.

The description is not required, nor is the policyholder, plan name, group number, etc. (Elements 9a, 9b, 9c, and 9d are not required.)

Code	Description
OI-P	PAID in part or in full by commercial health insurance or commercial HMO. In Element 29 of this claim form, indicate the amount paid by commercial health insurance to the provider or to the insured.
OI-D	DENIED by commercial health insurance or commercial HMO following submission of a correct and complete claim, or payment was applied towards the coinsurance and deductible. 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 or commercial HMO coverage, but it was not billed for reasons including, but not limited to, the following: <ul style="list-style-type: none"> • The member denied coverage or will not cooperate. • The provider knows the service in question is not covered by the carrier. • The member's commercial health insurance failed to respond to initial and follow-up claims. • Benefits are not assignable or cannot get assignment. • Benefits are exhausted.

Note: 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.

Element 9a — Other Insured's Policy or Group Number (not required)**Element 9b — Other Insured's Date of Birth, Sex (not required)****Element 9c — Employer's Name or School Name (not required)**

Element 9d — Insurance Plan Name or Program Name (not required)**Element 10a-10c — Is Patient's Condition Related to: (not required)****Element 10d — Reserved for Local Use (not required)****Element 11 — Insured's Policy Group or FECA Number**

If an EOMB (Explanation of Medicare Benefits) indicates that the member is enrolled in a Medicare Advantage Plan and the claim is being billed as a crossover, enter "MMC" in the upper right corner of the claim, indicating that the other insurance is a Medicare Advantage Plan and the claim should be processed as a crossover claim.

Use the first box of this element only. (Elements 11a, 11b, 11c, and 11d are not required.) Element 11 should be left blank when one or more of the following statements are true:

- Medicare never covers the procedure in any circumstance.
- ForwardHealth indicates the member does not have any Medicare coverage, including a Medicare Advantage Plan, for the service provided. For example, the service is covered by Medicare Part A, but the member does not have Medicare Part A.
- ForwardHealth indicates that the provider is not Medicare enrolled.
- Medicare has allowed the charges. In this case, attach the EOMB, but do not indicate on the claim form the amount Medicare paid.

If none of the previous statements are true, a Medicare disclaimer code is necessary. If submitting a multiple-page claim, indicate Medicare disclaimer codes on the first page of the claim. The following Medicare disclaimer codes may be used when appropriate.

Code	Description
M-7	<p>Medicare disallowed or denied payment. This code applies when Medicare denies the claim for reasons related to policy (not billing errors), or the member's lifetime benefit, spell of illness, or yearly allotment of available benefits is exhausted.</p> <p><i>For Medicare Part A, use M-7 in the following instances (all three criteria must be met):</i></p> <ul style="list-style-type: none"> • The provider is identified in ForwardHealth files as certified for Medicare Part A. • The member is eligible for Medicare Part A. • The service is covered by Medicare Part A but is denied by Medicare Part A due to frequency limitations, diagnosis restrictions, or exhausted benefits. <p><i>For Medicare Part B, use M-7 in the following instances (all three criteria must be met):</i></p> <ul style="list-style-type: none"> • The provider is identified in ForwardHealth files as certified for Medicare Part B. • The member is eligible for Medicare Part B. • The service is covered by Medicare Part B but is denied by Medicare Part B due to frequency limitations, diagnosis restrictions, or exhausted benefits.
M-8	<p>Noncovered Medicare service. This code may be used when Medicare was not billed because the service is not covered in this circumstance.</p> <p><i>For Medicare Part A, use M-8 in the following instances (all three criteria must be met):</i></p> <ul style="list-style-type: none"> • The provider is identified in ForwardHealth files as certified for Medicare Part A. • The member is eligible for Medicare Part A. • The service is usually covered by Medicare Part A but not in this circumstance (e.g., member's diagnosis).

For Medicare Part B, use M-8 in the following instances (all three criteria must be met):

- The provider is identified in ForwardHealth files as certified for Medicare Part B.
- The member is eligible for Medicare Part B.
- The service is usually covered by Medicare Part B but not in this circumstance (e.g., member's diagnosis).

Element 11a — Insured's Date of Birth, Sex (not required)

Element 11b — Employer's Name or School Name (not required)

Element 11c — Insurance Plan Name or Program Name (not required)

Element 11d — Is there another Health Benefit Plan? (not required)

Element 12 — Patient's or Authorized Person's Signature (not required)

Element 13 — Insured's or Authorized Person's Signature (not required)

Element 14 — Date of Current Illness, Injury, or Pregnancy (not required)

Element 15 — If Patient Has Had Same or Similar Illness (not required)

Element 16 — Dates Patient Unable to Work in Current Occupation (not required)

Element 17 — Name of Referring Provider or Other Source

Enter the referring physician's name.

Element 17a — (not required)

Element 17b — NPI

Enter the NPI (National Provider Identifier) of the referring physician.

Element 18 — Hospitalization Dates Related to Current Services (not required)

Element 19 — Reserved for Local Use

If a provider bills an [unlisted \(or not otherwise classified\) procedure code](#), a description of the procedure must be indicated in this element. If there is no more specific code 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.

Element 20 — Outside Lab? \$Charges (not required)

Element 21 — Diagnosis or Nature of Illness or Injury

Enter a valid ICD-9-CM (International Classification of Diseases, Ninth Revision, Clinical Modification) diagnosis code for each symptom or condition related to the services provided. The required use of valid diagnosis codes includes the use of the most specific diagnosis codes. List the primary diagnosis first. Etiology ("E") and manifestation ("M") codes may not be used as a primary diagnosis. The diagnosis description is not required.

ForwardHealth accepts up to eight diagnosis codes. To enter more than four diagnosis codes:

- Enter the fifth diagnosis code in the space *between* the first and third diagnosis codes.

- Enter the sixth diagnosis code in the space *between* the second and fourth diagnosis codes.
- Enter the seventh diagnosis code in the space to the right of the third diagnosis code.
- Enter the eighth diagnosis code in the space to the right of the fourth diagnosis code.

When entering fifth, sixth, seventh, and eighth diagnosis codes, do *not* number the diagnosis codes (e.g., do not include a "5." before the fifth diagnosis code).

Element 22 — Medicaid Resubmission (not required)

Element 23 — Prior Authorization Number (not required)

Element 24

The six service lines in Element 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.

Element 24A — Date(s) of Service

Enter to and from DOS (dates of service) in MMDDYY or MMDDCCYY format. If the service was provided on only one DOS, enter the date under "From." Leave "To" blank or re-enter the "From" date.

If the service was provided on consecutive days, those dates may be indicated as a range of dates by entering the first date as the "From" DOS and the last date as the "To" DOS in MMDDYY or MMDDCCYY format.

A range of dates may be indicated only if the POS (place of service), the procedure code (and modifiers, if applicable), the charge, the units, and the rendering provider were identical for each DOS within the range.

Element 24B — Place of Service

Enter the appropriate two-digit POS code for each item used or service performed.

Element 24C — EMG

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

Element 24D — Procedures, Services, or Supplies

Enter the single most appropriate five-character procedure code. ForwardHealth denies claims received without an appropriate procedure code.

Modifiers

Enter the appropriate (up to four per procedure code) modifier(s) in the "Modifier" column of Element 24D.

Element 24E — Diagnosis Pointer

Enter the number(s) that corresponds to the appropriate ICD-9-CM diagnosis code(s) listed in Element 21. Up to four diagnosis pointers per detail may be indicated. Valid diagnosis pointers, digits 1 through 8, should *not* be separated by commas or spaces.

Element 24F — \$ Charges

Enter the total charge for each line item.

Enter the dollar amount right justified in the dollar area of the field. Do not use commas when reporting dollar amounts. Dollar signs should not be entered. Enter "00" in the cents area if the amount is a whole number.

Providers are to bill ForwardHealth their usual and customary charge. The usual and customary charge is the provider's charge for providing the same service to persons not entitled to ForwardHealth benefits.

Element 24G — Days or Units

Enter the appropriate number of days or units. Only include a decimal when billing fractions (e.g., 1.50).

Element 24H — EPSDT/Family Plan (not required)**Element 24I — ID Qual (not required)****Element 24J — Rendering Provider ID. # (not required)****Element 25 — Federal Tax ID Number (not required)****Element 26 — Patient's Account No. (not required)**

Optional — Providers may enter up to 14 characters of the patient's internal office account number. This number will appear on the RA (Remittance Advice) and/or the 835 (835 Health Care Claim Payment/Advice) transaction.

Element 27 — Accept Assignment? (not required)**Element 28 — Total Charge**

Enter the total charges for this claim. If submitting a multiple-page claim, enter the total charge for the claim (i.e., the sum of all details from all pages of the claim) *only on the last page of the claim*.

Enter the dollar amount right justified in the dollar area of the field. Do not use commas when reporting dollar amounts. Dollar signs should not be entered. Enter "00" in the cents area if the amount is a whole number.

Element 29 — Amount Paid

Enter the actual amount paid by commercial health insurance. If submitting a multiple-page claim, indicate the amount paid by commercial health insurance only on the *first page* of the claim.

Enter the dollar amount right justified in the dollar area of the field. Do not use commas when reporting dollar amounts. Dollar signs should not be entered. Enter "00" in the cents area if the amount is a whole number.

If a dollar amount indicated in Element 29 is greater than zero, "OI-P" must be indicated in Element 9. If the commercial health insurance denied the claim, enter "000." Do not enter Medicare-paid amounts in this field.

Element 30 — Balance Due

Enter the balance due as determined by subtracting the amount paid in Element 29 from the amount in Element 28. If submitting a multiple-page claim, enter the balance due for the claim (i.e., the sum of all details from all pages of the claim minus the amount paid by commercial insurance) *only on the last page of the claim*.

Enter the dollar amount right justified in the dollar area of the field. Do not use commas when reporting dollar amounts. Dollar signs should not be entered. Enter "00" in the cents area if the amount is a whole number.

Element 31 — Signature of Physician or Supplier, Including Degrees or Credentials

The provider or authorized representative must sign in Element 31. The month, day, and year the form is signed must also be entered in MMDDYY or MMDDCCYY format.

Note: The signature may be a computer-printed or typed name and date or a signature stamp with the date.

Element 32 — Service Facility Location Information (not required)**Element 32a — NPI (not required)****Element 32b — (not required)****Element 33 — Billing Provider Info & Ph #**

Enter the name of the provider submitting the claim and the practice location address. The minimum requirement is the provider's name, street, city, state, and ZIP+4 code. Do not enter a Post Office Box or a ZIP+4 code associated with a PO Box. The practice location address entered must correspond with the NPI listed in Element 33a and match the practice location address on the provider's file maintained by ForwardHealth.

Element 33a — NPI

Enter the NPI of the billing provider.

Element 33b

Enter qualifier "PXC" followed by the appropriate 10-digit provider taxonomy code on file with ForwardHealth. Do not include a space between the qualifier ("PXC") and the provider taxonomy code.

Sample 1500 Health Insurance Claim Form for Durable Medical Equipment

1500

HEALTH INSURANCE CLAIM FORM

APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE 08/05

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 BLX/LUNG <input type="checkbox"/> OTHER <input type="checkbox"/>		1a. INSURED'S I.D. NUMBER (For Program in Item 1)	
2. PATIENT'S NAME (Last Name, First Name, Middle Initial)		4. INSURED'S NAME (Last Name, First Name, Middle Initial)	
MEMBER, IM A		SAME	
5. PATIENT'S ADDRESS (No., Street)		7. INSURED'S ADDRESS (No., Street)	
609 WILLOW ST			
CITY		CITY	
ANYTOWN			
STATE		STATE	
WI			
ZIP CODE		ZIP CODE	
55555		()	
TELEPHONE (Include Area Code)		TELEPHONE (Include Area Code)	
(444) 444-4444		()	
9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)		11. INSURED'S POLICY GROUP OR FECA NUMBER	
OI-P		M-8	
a. OTHER INSURED'S POLICY OR GROUP NUMBER		a. INSURED'S DATE OF BIRTH	
		MM DD YY M F	
b. OTHER INSURED'S DATE OF BIRTH		b. EMPLOYER'S NAME OR SCHOOL NAME	
MM DD YY M F			
c. EMPLOYER'S NAME OR SCHOOL NAME		c. INSURANCE PLAN NAME OR PROGRAM NAME	
d. INSURANCE PLAN NAME OR PROGRAM NAME		d. IS THERE ANOTHER HEALTH BENEFIT PLAN?	
		YES NO If yes, return to and complete item 9 a-d.	
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.	
SIGNED _____ DATE _____		SIGNED _____	
14. DATE OF CURRENT ILLNESS (First symptom) OR INJURY (Accident) OR PREGNANCY (LMP)		15. IF PATIENT HAS HAD SAME OR SIMILAR ILLNESS. GIVE FIRST DATE	
MM DD YY		MM DD YY	
17. NAME OF REFERRING PROVIDER OR OTHER SOURCE		18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES	
I.M. PRESCRIBING PROVIDER		FROM MM DD YY TO MM DD YY	
19. RESERVED FOR LOCAL USE		20. OUTSIDE LAB? \$ CHARGES	
		YES NO	
21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY (Relate Items 1, 2, 3 or 4 to item 24E by Line)		22. MEDICAID RESUBMISSION CODE ORIGINAL REF. NO.	
1. 519 .02			
2. 530 .3			
3. _____			
4. _____			
24. A. DATE(S) OF SERVICE From MM DD YY To MM DD YY		B. PLACE OF SERVICE	
C. EMG		D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS MODIFIER	
E. DIAGNOSIS POINTER		F. \$ CHARGES	
G. DAYS OR UNITS		H. ICD-9-CM (Family Plan)	
I. ID. QUAL		J. RENDERING PROVIDER ID. #	
1 10 07 11 10 31 11 12 E0600 RR 12 XX XX 25 NPI			
2 10 07 11 12 B9002 12 XXX XX 1 NPI			
3			
4			
5			
6			
25. FEDERAL TAX I.D. NUMBER SSN EIN		26. PATIENT'S ACCOUNT NO.	
		1234JED	
31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.)		27. ACCEPT ASSIGNMENT? (For govt. claims, see back) YES NO	
I.M. Provider 11032011		YES NO	
SIGNED DATE		32. SERVICE FACILITY LOCATION INFORMATION	
		a. NPI b. _____	
NUCC Instruction Manual available at: www.nucc.org		33. BILLING PROVIDER INFO & PH #	
		I.M. PROVIDER 1 W WILLIAMS ST ANYTOWN WI 55555-1234	
		a. 0222222220 b. PXC123456789X	

CARRIER
PATIENT AND INSURED INFORMATION
PHYSICIAN OR SUPPLIER INFORMATION

Topic #542

Attached Documentation

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

Topic #1727

Bilateral Appliances

The DME (durable medical equipment) [maximum allowable fee index](#) identifies items that may be dispensed as a pair, referred to as "bilateral" appliances. Bilateral appliances may be purchased singly (each) or as a pair, and may be billed with a quantity of one or more.

If bilateral appliances are billed for the same DOS (date of service), indicate a quantity of "2" or more in element 24G of the 1500 Health Insurance Claim Form.

If bilateral appliances are billed for different DOS, indicate modifier "50" with the procedure code of the additional appliance billed. If the modifier is not indicated with the second claim, the additional service is denied.

For example, if a left "Wrist Hand Finger Orthosis, Dorsal Wrist" is billed with a 2/3/08 DOS, and a right "Wrist Hand Finger Orthosis, Dorsal Wrist" is billed for the same member with a 3/6/08 DOS, the claim for the additional appliance must use modifier "50" and a quantity of one. The modifier differentiates the additional appliance from the first. Without the modifier, the claim for the additional appliance would be denied.

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 #10137

Compound and Noncompound Drug Claims

For example, the provider might see on his or her RA (Remittance Advice) the detail for a noncompound drug claim was denied with the EOB code indicating that the detail on the claim was not processed due to an error. The provider may then correct the error on the claim via the Portal online screen application and resubmit the claim to ForwardHealth.

Topic #1729

Dates of Service

Rental services billed to ForwardHealth must have "from" and "to" DOS (dates of service). The "to" DOS requirement does not apply to Medicare [crossover claims](#). Rental items must be ranged within the same calendar month per detail line.

The number of days indicated must equal the number of days within the range.

For purchased items, indicate only one specific DOS for each purchase, not a range of dates. A range of two consecutive dates is acceptable, such as May 4, 2008, to May 5, 2008.

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 Claims Submission

Providers are encouraged to submit claims electronically. Electronic claims 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 #2045

Electronic claims for DME (durable medical equipment) must be submitted using the 837P (837 Health Care Claim: Professional) transaction. Electronic claims for DME 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 #2333

Point-of-Sale Claims

BadgerCare Plus, Medicaid, and SeniorCare use a voluntary pharmacy POS (Point-of-Sale) electronic claims management system. The POS system enables providers to submit electronic pharmacy claims for legend and OTC (over-the-counter) drugs in

an online, real-time environment.

The pharmacy system verifies member enrollment and monitors pharmacy policy. Within seconds of submitting a real-time claim, these processes are completed and the provider receives an electronic response indicating payment or denial.

National Council for Prescription Drug Programs D.0 Telecommunications Standard Claims

BadgerCare Plus, Medicaid, and SeniorCare use the [NCPDP \(National Council for Prescription Drug Programs\) Telecommunication Standard Format Version D.0](#). Using this format, providers are able to complete the following:

- Initiate new claims and reverse and resubmit previously paid real-time claims.
- Submit individual claims or a batch of claims for the same member within one electronic transmission.
- Submit claims for PC (Pharmaceutical Care).
- Submit claims for compound drugs.

Cardholder ID

If the member identification number submitted on a claim is not the most current member ID on file with ForwardHealth, the claim will be denied and the Cardholder ID (302-C2) field on the claim response will include the current member ID.

Other Amount Claimed Submitted

ForwardHealth does not reimburse for charges (i.e., postage, shipping, administrative costs) indicated in the Other Amount Claimed Submitted (480-H9) field. Claims will be denied if a provider indicates a charge in the Other Amount Claimed Submitted field.

National Provider Identifier On Compound and Noncompound Claims

Billing Providers

An NPI (National Provider Identifier) is required on compound and noncompound claims. Providers who do not have a unique NPI for each certification are required to select one Medicaid certification as the "default" certification. Claims will be processed using the provider file information from the default certification.

Prescriber ID and Prescriber ID Qualifier

An NPI is the only identifier accepted on compound and noncompound claims, including paper claims. Billing providers are required to make every effort possible to obtain the prescribing provider's NPI. Only in instances when the billing provider is unable to obtain the prescriber's NPI, may the billing provider indicate his or her own NPI in the Prescriber ID field. DEA (Drug Enforcement Agency) numbers, including "default" DEA numbers, are not accepted for the Prescriber ID on pharmacy claims.

Direct Data Entry of Claims on the Portal

Claims for compound drugs and noncompound drugs may be submitted to ForwardHealth using DDE (Direct Data Entry) on the ForwardHealth Portal. 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 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 claims, are viewable via DDE.

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 NCPDP 1.1 batch format pharmacy transactions, reverse claims, and check claim status. 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 #562

Managed Care Organizations

Claims for services that are covered in a member's state-contracted MCO (managed care organization) should be submitted to that MCO.

Topic #11158

Negative Pressure Wound Therapy Pumps

Negative pressure wound therapy pumps are described in HCPCS (Healthcare Common Procedure Coding System) procedure code E2402 (Negative pressure wound therapy electrical pump, stationary or portable). The canister, dressing, and related supplies are included in the [reimbursement for the rental of the negative pressure wound therapy pump](#) and are not separately reimbursable.

The [maximum allowable fee](#) for the rental of negative pressure wound therapy pumps is allowed per member, per day up to 90 days for the lifetime of a member. Modifier "RR"(Rental) is required to be indicated with procedure code E2402 on claims submitted for the initial 90 days.

Allowable POS (place of service codes) for negative pressure wound therapy pump services provided by DME (durable medical equipment) providers are 11 (office) and 12 (home).

After the lifetime 90 days, the maximum allowable fee will be reduced by half and allowable up to an additional 90 days for a rolling 12 months. Modifiers "RR" and "52" (Reduced services) are required to be indicated with procedure code E2402 on claims submitted for the reduced rate after the lifetime 90 days of payments are exhausted.

The lifetime limit and the rolling 12 month limit for negative pressure wound therapy pumps will be calculated regardless of POS, based on a combination of nursing home and in-home services. If a claim is denied because the member's lifetime limit is exhausted, providers may resubmit the claim with modifier "52."

Topic #367

Noncertified Providers

Claims from [noncertified in-state providers](#) must meet additional requirements.

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 a 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 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:

- Institutional.
- Professional.
- Dental.

On the Professional and Dental forms, a Notes field is available on each detail. On the Institutional form, 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 HIPAA (Health Insurance Portability and Accountability Act of 1996) Version 5010 Companion Guides on the Portal 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 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 \(09/11\)\)](#) and the [Noncompound Drug Claim \(F-13072 \(09/11\)\)](#).

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 eight diagnosis codes in Element 21 of the 1500 Health Insurance Claim Form. To correctly add additional diagnosis codes in this element so that it can be read properly by the OCR software, providers should indicate the fifth diagnosis code between the first and third diagnosis code blanks, the sixth diagnosis code between the second and fourth diagnosis code blanks, the seventh diagnosis code to the right of the third diagnosis code blank, and the eighth diagnosis code to the right of the fourth diagnosis code blank. Providers should not number any additional diagnosis codes.

Anchor Fields

Anchor fields are areas on the 1500 Health Insurance Claim Form and the UB-04 Claim Form that the OCR software uses to identify what type of form is being processed. The following fields on the 1500 Health Insurance Claim Form are anchor fields:

- Element 2 (Patient's Name).
- Element 4 (Insured's Name).
- Element 24 (Detail 1).

The following fields on the UB-04 Claim Form are anchor fields:

- Form Locator 4 (Type of Bill).
- Form Locator 5 (Fed. Tax No.).
- Form Locator 9 (Patient Address).
- Form Locator 58A (Insured's Name).

Since ForwardHealth uses these fields to identify the form as a 1500 Health Insurance Claim Form or a UB-04 Claim Form, it is required that these fields are completed for processing.

Sample of a Correctly Aligned 1500 Health Insurance Claim Form

1500

HEALTH INSURANCE CLAIM FORM

APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE 08/05

PICA <input type="checkbox"/>		PICA <input type="checkbox"/>	
1. MEDICARE <input type="checkbox"/> MEDICAID <input checked="" type="checkbox"/> TRICARE <input type="checkbox"/> CHAMPVA <input type="checkbox"/> GROUP <input type="checkbox"/> FECA <input type="checkbox"/> OTHER <input type="checkbox"/> (Medicare #) (Medicaid #) (Sponsor's SSN) (Member ID#) (SSN or ID) (SSN) (ID)		1a. INSURED'S I.D. NUMBER (For Program in Item 1) 1234567890	
2. PATIENT'S NAME (Last Name, First Name, Middle Initial) MEMBER, IM A		4. INSURED'S NAME (Last Name, First Name, Middle Initial) SAME	
3. PATIENT'S BIRTH DATE MM DD YY M <input type="checkbox"/> F <input checked="" type="checkbox"/>		5. INSURED'S ADDRESS (No., Street) 609 WILLOW ST	
5. PATIENT'S ADDRESS (No., Street) 609 WILLOW ST		6. PATIENT RELATIONSHIP TO INSURED Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/>	
CITY ANYTOWN		CITY ANYTOWN	
STATE WI		STATE WI	
ZIP CODE 55555		ZIP CODE ()	
TELEPHONE (Include Area Code) (444) 444-4444		TELEPHONE (Include Area Code) ()	
7. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial) OI-P		8. PATIENT STATUS Single <input type="checkbox"/> Married <input type="checkbox"/> Other <input type="checkbox"/>	
a. OTHER INSURED'S POLICY OR GROUP NUMBER		b. PATIENT'S EMPLOYMENT Employed <input type="checkbox"/> Full-Time <input type="checkbox"/> Student <input type="checkbox"/> Part-Time <input type="checkbox"/>	
b. OTHER INSURED'S DATE OF BIRTH MM DD YY M <input type="checkbox"/> F <input type="checkbox"/>		c. OTHER ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO	
c. EMPLOYER'S NAME OR SCHOOL NAME		10. IS PATIENT'S CONDITION RELATED TO: a. EMPLOYMENT? (Current or Previous) <input type="checkbox"/> YES <input type="checkbox"/> NO b. AUTO ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO c. OTHER ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO	
d. INSURANCE PLAN NAME OR PROGRAM NAME		11. INSURED'S POLICY GROUP OR FECA NUMBER	
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: MM DD YY		15. IF PATIENT HAS HAD SAME OR SIMILAR ILLNESS, GIVE FIRST DATE MM DD YY	
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. RESERVED FOR LOCAL USE		20. OUTSIDE LAB? <input type="checkbox"/> YES <input type="checkbox"/> NO \$ CHARGES	
21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY (Relate Items 1, 2, 3 or 4 to Item 24E by Line) 1. LXXX, X 3. _____		22. MEDICAID RESUBMISSION CODE ORIGINAL REF. NO.	
24. A. DATE(S) OF SERVICE From MM DD YY To MM DD YY B. PLACE OF SERVICE C. EMG D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS MODIFIER E. DIAGNOSIS POINTER F. \$ CHARGES G. DAYS OR UNITS H. ICD-9-CM I. ID. QUAL J. RENDERING PROVIDER ID. #		23. PRIOR AUTHORIZATION NUMBER	
1 MM DD YY XX XXXX XX X XXX XX 1 NPI		2 NPI	
3 NPI		4 NPI	
5 NPI		6 NPI	
25. FEDERAL TAX I.D. NUMBER SSN EIN <input type="checkbox"/> <input type="checkbox"/>		26. PATIENT'S ACCOUNT NO. 1234JED	
27. ACCEPT ASSIGNMENT? (For govt. claims, see back) <input type="checkbox"/> YES <input type="checkbox"/> NO		28. TOTAL CHARGE \$ XXX XX	
29. AMOUNT PAID \$ XX XX		30. BALANCE DUE \$ XX XX	
31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.) <i>L.M. Provider</i> MMDDCCYY SIGNED _____ DATE _____		32. SERVICE FACILITY LOCATION INFORMATION a. NPI b. PXC123456789X	
33. BILLING PROVIDER INFO & PH # I.M. PROVIDER 1 W WILLIAMS ST ANYTOWN WI 55555-1234		a. 0222222220 b. PXC123456789X	

NUCC Instruction Manual available at: www.nucc.org

APPROVED OMB-0938-0999 FORM CMS-1500 (08-05)

Sample of an Incorrectly Aligned 1500 Health Insurance Claim Form

1500									
HEALTH INSURANCE CLAIM FORM									
APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE 08/05									
<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> PICA </div> <div> <input type="checkbox"/> PICA </div> </div>									
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"/> (Medicare #) (Medicaid #) (Sponsor's SSN) (Member ID#) (SSN or ID) (SSN) (ID)					1a. INSURED'S I.D. NUMBER (For Program in Item 1) 1234567890				
2. PATIENT'S NAME (Last Name, First Name, Middle Initial) MEMBER, IM A					3. PATIENT'S BIRTH DATE MM DD YY SEX M <input type="checkbox"/> F <input checked="" type="checkbox"/> MM DD YY				
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 <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/>					7. INSURED'S ADDRESS (No., Street) CITY STATE ZIP CODE TELEPHONE (Include Area Code)				
8. PATIENT STATUS Single <input type="checkbox"/> Married <input type="checkbox"/> Other <input type="checkbox"/>					9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial) Ol-P				
10. IS 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 SEX M <input type="checkbox"/> F <input type="checkbox"/> b. EMPLOYER'S NAME OR SCHOOL NAME c. INSURANCE PLAN NAME OR PROGRAM NAME d. IS THERE ANOTHER HEALTH BENEFIT PLAN? YES <input type="checkbox"/> NO <input type="checkbox"/> If yes, return to and complete item 9 a-d.				
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 _____									
14. DATE OF CURRENT: MM DD YY ILLNESS (First symptom) OR INJURY (Accident) OR PREGNANCY (LMP) 15. IF PATIENT HAS HAD SAME OR SIMILAR ILLNESS, GIVE FIRST DATE MM DD YY 16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION FROM MM DD YY TO MM DD YY 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. RESERVED FOR LOCAL USE 20. OUTSIDE LAB? YES <input type="checkbox"/> NO <input type="checkbox"/> \$ CHARGES 21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY (Relate Items 1, 2, 3 or 4 to Item 24E by Line) 1. XXX X 2. _____ 3. _____ 4. _____ 22. MEDICAID RESUBMISSION CODE ORIGINAL REF. NO. 23. PRIOR AUTHORIZATION NUMBER									
24. A. DATE(S) OF SERVICE From MM DD YY To MM DD YY B. PLACE OF SERVICE EMG C. D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS MODIFIER E. DIAGNOSIS POINTER 1. MM DD YY XX XXXXX XX X 2. _____ 3. _____ 4. _____ 5. _____ 6. _____					F. \$ CHARGES G. DAYS OR UNITS H. ICD-9-CM ID. QUAL. J. RENDERING PROVIDER ID. # 1. XXX XX 1 NPI 2. _____ NPI 3. _____ NPI 4. _____ NPI 5. _____ NPI 6. _____ NPI				
25. FEDERAL TAX I.D. NUMBER SSN EIN <input type="checkbox"/> <input type="checkbox"/> 26. PATIENT'S ACCOUNT NO. 1234JED 27. ACCEPT ASSIGNMENT? YES <input type="checkbox"/> NO <input type="checkbox"/>					28. TOTAL CHARGE \$ XXX XX 29. AMOUNT PAID \$ XX XX 30. BALANCE DUE \$ XX XX				
31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.) L. M. Provider MMDDCCYY SIGNED _____ DATE _____					32. SERVICE FACILITY LOCATION INFORMATION 33. BILLING PROVIDER INFO & PH # I.M. PROVIDER 1 W WILLIAMS ST ANYTOWN WI 55555-1234 022222220 PXC123456789X				

NUCC Instruction Manual available at: www.nucc.org APPROVED OMB 0938-0939 FORM CMS-1500 (08-05)

Sample of an Incorrectly Aligned UB-04 Claim Form

1 IM BILLING PROVIDER 444 E CLAIREMONT ANYTOWN WI 55555-1234 (444) 444-4444		2		3a PAY CNTL # b. MED REC # 117654321		4 TYPE OF BILL XXX	
8 PATIENT NAME MEMBER, IM A		9 PATIENT ADDRESS ON FILE		5 FED. TA NO. 01-2345678		6 STATEMENT COVERS PERIOD FROM MMDDCCYY MMDDCCYY	
10 BIRTHDATE		11 SEX		12 DATE		13 HBL TYPE	
14 TYPE		15 SPC		16 DHR		17 STAT	
18		19		20		21	
22		23		24		25	
26		27		28		29 ACOT STATE	
30		31 OCCURRENCE DATE		32 OCCURRENCE DATE		33 OCCURRENCE DATE	
34		35		36		37	
38		39 VALUE CODES AMOUNT		40 VALUE CODES AMOUNT		41 VALUE CODES AMOUNT	
42 REV CD		43 DESCRIPTION		44 HCPCS / RATE / HPPS CODE		45 SERV DATE	
46 SERV UNITS		47 TOTAL CHARGES		48 NON-COVERED CHARGES		49	
XXXX		XXXX		XXXX		MMDDYY 1.0 XX XX	
XXXX		XXXX		XXXX		MMDDYY 1.0 XX XX	
XXXX		XXXX		XXXX		MMDDYY 1.0 XX XX	
PAGE 1 OF 1		CREATION DATE		TOTALS		XXX XX 0111111110	
50 PRAYER NAME T19 MEDICAID		51 HEALTH PLAN ID		52 REL INFO		53 ASG BEN	
54 PRIOR PAYMENTS		55 EST. AMOUNT DUE		56 NPI		57 OTHER PRY ID	
58 INSURED'S NAME SAME		59-PIREL		60 INSURED'S UNIQUE ID 1234567890		61 GROUP NAME	
62 INSURANCE GROUP NO.		63 TREATMENT AUTHORIZATION CODES		64 DOCUMENT CONTROL NUMBER		65 EMPLOYER NAME	
66		67		68		69	
70		71		72		73	
74		75		76		77	
78		79		80		81	
82		83		84		85	
86		87		88		89	
90		91		92		93	
94		95		96		97	
98		99		100		101	

Topic #2046

Paper Claim Submission

Paper claims for DME (durable medical equipment), except for diabetic supplies, must be submitted using the 1500 Health Insurance Claim Form (dated 08/05).

Providers should use the appropriate claim form instructions for DME 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 #9117

Paper Claim Submission for Diabetic Supplies

Paper claims for diabetic supplies must be submitted on a [Noncompound Drug Claim \(F-13072 \(09/11\)\)](#) form with two exceptions:

- There is an approved PA (prior authorization) on file.
- The claim is a Medicare Part B crossover claim.

Submit completed paper claim forms for payment to the following address:

ForwardHealth
6406 Bridge Road
Madison WI 53784-0002

To order paper claim forms, providers may call Provider Services, or write to the following address:

ForwardHealth
Form Reorder
6406 Bridge Road
Madison, WI 53784-0003

Providers should indicate the number of forms needed in their written request.

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 #3868

Referring Providers

Claims for DME (durable medical equipment) require the referring provider's name and NPI (National Provider Identifier).

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.
- UB-04 (CMS 1450) Claim Form.
- [Compound Drug Claim \(F-13073 \(09/11\)\)](#) form.
- [Noncompound Drug Claim \(F-13072 \(09/11\)\)](#) 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 a paper [Acknowledgment of Receipt of Hysterectomy Information \(F-1160A \(10/08\)\)](#) form.
 - Sterilization claims must be submitted along with a paper [Consent for Sterilization \(F-1164 \(10/08\)\)](#) form.
 - Claims submitted to Timely Filing appeals must be submitted on paper with a [Timely Filing Appeals Request \(F-13047 \(10/08\)\)](#) form.
 - In certain circumstances, drug claims must be submitted on paper with a [Pharmacy Special Handling Request \(F-13074 \(04/11\)\)](#) form.

Topic #3504

Requirements for Compression Garments

Information is available for [DOS \(dates of service\) before May 1, 2011](#).

In this topic, the term "[compression garments](#)" is used to refer to both gradient compression garments *and* compression burn garments, unless otherwise stated.

The following table indicates claims submission requirements for compression garment procedure codes:

Procedure Code	Claim Attachment? ¹	RT and/or LT Modifier Required?	Reorder (RA) Modifier? ²	Allowable ICD-9-CM (International Classification of Diseases, Ninth Revision, Clinical Modification) Diagnosis Codes
A6501	Yes	No	Yes	946.20-946.50
A6502	Yes	No	Yes	941.00-941.59
A6503	Yes	No	Yes	940.00-940.10 or 941.00-941.59
A6504	Yes	Yes	Yes	944.00-944.58
A6505	Yes	Yes	Yes	943.00-943.59 and 944.00-944.58
A6506	Yes	Yes	Yes	943.00-943.59 and 944.00-944.58
A6507	Yes	Yes	Yes	945.00-945.54
A6508	Yes	Yes	Yes	945.00-945.59
A6509	Yes	No	Yes	942.00-942.54
A6510	Yes	No	Yes	942.00-942.59 and 943.00-943.59
A6511	Yes	No	Yes	942.00-942.59
A6512	Yes	No	Yes	946.20-946.50 or 949.20-949.50
A6513	Yes	No	Yes	940.00-940.10 or 941.00-941.59
A6530	No	Yes	No	454.0-454.90; 457.1; 459.10-459.19; 459.81; 646.10; 707.10-707.15; 707.19; 757.0
A6531	No	Yes	No	454.0-454.90; 457.1; 459.10-459.19; 459.81; 646.10; 707.10-707.15; 707.19; 757.0
A6532	No	Yes	No	454.0-454.90; 457.1; 459.10-459.19; 459.81; 646.10; 707.10-707.15; 707.19; 757.0
A6533	No	Yes	No	454.0-454.90; 457.1; 459.10-459.19; 459.81; 646.10; 707.10-707.15; 707.19; 757.0
A6534	No	Yes	No	454.0-454.90; 457.1; 459.10-459.19; 459.81; 646.10; 707.10-707.15; 707.19; 757.0
A6535	No	Yes	No	454.0-454.90; 457.1; 459.10-459.19; 459.81; 646.10; 707.10-707.15; 707.19; 757.0
A6536	No	Yes	No	454.0-454.90; 457.1; 459.10-459.19; 459.81; 646.10; 707.10-707.15; 707.19; 757.0
A6537	No	Yes	No	454.0-454.90; 457.1; 459.10-459.19; 459.81; 646.10; 707.10-707.15; 707.19; 757.0
A6538	No	Yes	No	454.0-454.90; 457.1; 459.10-459.19; 459.81; 646.10; 707.10-707.15; 707.19; 757.0
A6539	No	No	No	454.0-454.90; 456.4-456.6; 457.1; 459.10-459.19; 459.81; 646.10; 707.10-707.15; 707.19; 757.0
A6540	No	No	No	454.0-454.90; 456.4-456.6; 457.1; 459.10-459.19; 459.81; 646.10; 707.10-707.15; 707.19; 757.0
A6541	No	No	No	454.0-454.90; 456.4-456.6; 457.1; 459.10-459.19; 459.81; 646.10; 707.10-707.15; 707.19; 757.0
A6545	Yes	Yes	Yes	454.0-454.90; 457.1; 459.10-459.19; 459.81; 646.10; 707.10-707.15; 707.19; 757.0
A6549	Yes	Yes	Yes	454.0-454.90; 456.4-456.6; 457.1; 459.10-459.19; 459.81; 646.10; 707.10-707.15; 707.19; 757.0

S8420	Yes	Yes	Yes	457.0
S8421	No	Yes	No	457.0
S8422	Yes	Yes	Yes	457.0
S8423	Yes	Yes	Yes	457.0
S8424	No	Yes	No	457.0
S8425	Yes	Yes	Yes	457.0
S8426	Yes	Yes	Yes	457.0
S8427	No	Yes	No	457.0
S8428	No	Yes	No	457.0
S8429	Yes	Yes	Yes	454.0-454.90; 457.0; 457.1; 459.10-459.19; 459.81; 456.3-456.6; 646.10; 707.10-707.15; 707.19; 757.0

¹A "Yes" in this column indicates claim attachments are required with this procedure code. Refer to the Claim Attachment Requirements section, below, for more information.

²A "Yes" in this column indicates the compression garment must be billed with an "RA" modifier if the provider is replacing the member's compression garment using measurements currently on file.

Claim Attachment Requirements

The use of a "custom" or "not otherwise specified" procedure code for a gradient compression garment on a claim should only be used in exceptional cases. For "custom" or "not otherwise specified" gradient compression garments, each attachment must document why a "custom" or "not otherwise specified" procedure code was used instead of a non-custom compression garment procedure code. All compression burn garments are considered custom and therefore also require attachments to be submitted with the claim.

When using procedure codes marked with a "Yes" under "Claim Attachment" in the table above, ForwardHealth requires the following attachments when submitting claims:

- The physician prescription. Refer to [Prescription Requirements](#) for more information.
- The form or document used to record the measurements used for the garment order/fabrication, which includes:
 - The date the measurements were taken or date(s) the measurements were re-affirmed, if applicable. If a provider re-affirms the previous measurements, ForwardHealth recommends the provider sign and date the same form used in the previous order if the previous measurements remain accurate.
 - The name and credentials of the individual taking or affirming the measurements (i.e., the certified fitter, ABC (American Board for Certification in Orthotics and Prosthetics)-certified orthotist or prosthetist, or licensed physical therapist or occupational therapist).
 - The provider's justification for the use of a "custom" or "not otherwise specified" procedure code. To justify use of a custom or not otherwise specified procedure code, ForwardHealth recommends identifying the extremity's circumferential measurement that did not allow fitting the member with a garment represented by a specified code by circling the measurement on the form, adding a notation in the margin of the measurement or order form, and/or including a narrative as an additional record. One example of when a custom compression garment may be justified is when the body part or segment is an atypical shape. However, a body part or segment that is simply larger than average would not justify a custom or not otherwise specified compression garment and a specified procedure code should be used on the claim (and attachments should not be submitted).
- The provider invoice with the specific garment(s) clearly identified.

For those claims submitted without PA (prior authorization), the allowable diagnosis code (listed in the table above) and any required modifiers must be on the claim.

Modifiers "RT" and "LT" Required on Claims

Providers are required to include modifier "RT" and/or "LT" on claims submitted for the procedure codes marked with "Yes" under "RT and/or LT Modifier Required?" in the table (A6504 to A6508, A6530 to A6538, A6549, and S8420 to S8429). Modifier "RT" is used to reference a garment applied to a right extremity. Modifier "LT" is used to reference a garment applied to a left extremity. Procedure codes A6504 to A6508, A6530 to A6538, A6549, and S8420 to S8429 are incomplete without modifier "RT" or "LT."

If there is a bilateral need, providers are required to submit two separate details on claims, with modifier "RT" on one detail line and modifier "LT" on a second detail line. ForwardHealth will not accept modifier "50" (Bilateral) for processing claims for compression garments.

Claims for pantyhose, waist-high garments, vests, panties, or facial masks should *not* include the "RT" and "LT" modifiers.

Modifier "RA" for Custom Compression Garment Reorders

If a provider is replacing a member's compression garment using measurements currently on file, the provider is required to use the "RA" modifier. However, if the garment is being replaced based on new measurements, even if there is no change to the measurements currently on file, the providers should not use the "RA" modifier.

The use of the "RA" modifier does not change the requirement to submit supporting documentation with the claim for custom and not otherwise specified procedure codes. Refer to Claim Attachment Requirements for more information.

Providers are reminded that all claims submitted must be supported by records maintained by the provider in accordance with [DHS 106.02\(9\)\(e\)1](#), Wis. Admin. Code. In addition, the provider record must include confirmation of delivery of the service or item to the member. For DME (durable medical equipment), the DOS (date of service) is the date the item is delivered to the member.

Provider records that do not support the procedure codes listed on the claim are subject to claim denial, reduction in reimbursement, or recoupment.

Claim Submittal Recommendations

If a member requires two different compression garments per body segment, the provider should submit both compression garment procedure codes on one claim with the required supporting documentation.

If a member requires more than one compression garment (e.g., one arm, two legs, and a non-elastic wrap), the provider is urged to submit all the member's required compression garments on one claim, rather than submitting one claim for each garment. While ForwardHealth supports a provider's flexibility in submitting claims, submitting claims as suggested may reduce denials for insufficient documentation (i.e., insufficient to either support the claim or to refute the apparent duplication of services).

Refer to "[Prior Authorization for Burn and Gradient Compression Garments](#)" for information on PA.

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
6406 Bridge Rd
Madison WI 53784-0002

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 submit a [Timely Filing Appeals Request \(F-13047 \(10/08\)\)](#) form with a paper claim or an [Adjustment/Reconsideration Request \(F-13046 \(10/08\)\)](#) form to override the submission deadline.

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 \(10/08\)\)](#) 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 \(10/08\)\)](#) 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.

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.	<p>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 Adjustment/Reconsideration Request (F-13046 (10/08)) form.</p> <p>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.</p>	ForwardHealth Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050

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 Services).	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 with the request.	ForwardHealth Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050

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"> • A copy of remittance information showing the claim was submitted in a timely manner and denied with a qualifying enrollment-related explanation. • A photocopy of one of the following indicating enrollment on the DOS: <ul style="list-style-type: none"> ◦ White paper BadgerCare Plus EE (Express Enrollment) for pregnant women or children identification card. ◦ Green paper temporary identification card. ◦ White paper TE (Temporary Enrollment) for Family Planning Only Services identification card. ◦ The response received through Wisconsin's EVS (Enrollment Verification System) from a commercial eligibility vendor. ◦ The transaction log number received through WiCall. 	ForwardHealth Good Faith/Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050

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 6406 Bridge Rd Madison WI 53784-0050

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.	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: <ul style="list-style-type: none"> "GR retroactive enrollment" indicated on the claim. A copy of the letter received from the local county or tribal agency. 	ForwardHealth GR Retro Eligibility Ste 50 6406 Bridge Rd Madison WI 53784-0050

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: <ul style="list-style-type: none"> The charges were previously submitted to Medicare. The member name and identification number do not match. The services were previously denied by Medicare. The provider retroactively applied for Medicare enrollment and did not become enrolled. 	To receive consideration, the following must be submitted within 90 days of the Medicare processing date: <ul style="list-style-type: none"> A copy of the Medicare remittance information. The appropriate Medicare disclaimer code must be indicated on the claim. 	ForwardHealth Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050

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:	ForwardHealth Timely Filing Ste 50 6406 Bridge Rd

	<ul style="list-style-type: none"> • A copy of the commercial health insurance remittance information. • A copy of the remittance information showing recoupment for crossover claims when Medicare is recouping payment. 	Madison WI 53784-0050
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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 6406 Bridge Rd Madison WI 53784-0050

Coordination of Benefits

3

Archive Date:03/01/2012

Coordination of Benefits:Commercial Health Insurance

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. ForwardHealth will bill the commercial health insurance.

Topic #844

Claims for Services Denied by Commercial Health Insurance

If commercial health insurance denies or recoups payment for services that are covered, 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).

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.

Topic #599

Commercial Managed Care

A commercial managed care plan provides coverage through a specified group of providers in a particular service area. The providers may be under contract with the commercial health insurance and receive payment based on the number of patients seen (i.e., capitation payment).

Commercial managed care plans require members to use a designated network of providers. Non-network providers (i.e.,

providers who do not have a contract with the member's commercial managed care plan) will be reimbursed by the commercial managed care 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 managed care plan, members enrolled in both a commercial managed care 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 managed care plan. In this situation, providers are required to refer the members to commercial managed care 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 managed care plan denied or would deny payment because a service otherwise covered under the commercial managed care plan was performed by a provider outside the plan. In addition, if a member receives a covered service outside his or her commercial managed care plan, the provider cannot collect payment from the member.

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.

Topic #602

Discounted Rates

Providers of services that are discounted by commercial health insurance should include the following on claims submitted:

- 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
<p>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.</p> <p>If the member disputes the information as it is indicated in the EVS, the provider should submit a completed Other Coverage Discrepancy Report (F-1159 (10/08)) form. Unless the service does not require other health insurance billing, the provider should allow at least two weeks before proceeding to Step 2.</p>
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.

The provider may not bill ForwardHealth and commercial health insurance simultaneously. Simultaneous billing may constitute fraud and interferes with ForwardHealth'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.

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

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. Commercial remittance information should not be attached to the claim.

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, ForwardHealth will pay for 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 "OI-Y" on 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 Managed Care Services

Providers are not reimbursed for the following:

- Services covered by a commercial managed care plan, except for coinsurance, copayment, or deductible.
- Services for which providers contract with a commercial managed care 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. Providers are required to use these indicators as applicable on professional, institutional, or dental claims 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.

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 #603

Services Not Requiring Commercial Health Insurance Billing

Providers are not required to bill commercial health insurance sources before submitting claims for the following:

- Case management services.
- CCS (Comprehensive Community Services).
- Crisis Intervention services.
- CRS (Community Recovery Services).
- CSP (Community Support Program) services.
- Family planning services.
- PNCC (prenatal care coordination) services.
- Preventive pediatric services.
- SMV (specialized medical vehicle) services.

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).
- 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.
- Mental health/substance abuse services, including services delivered by providers other than physicians, regardless of POS (place of service).
- 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 30 days of the date of admission. If benefits greater than 30 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 billing](#).

Medicare

Topic #664

Acceptance of Assignment

In Medicare, "assignment" is a process through which a provider agrees to accept the Medicare-allowed amount as payment in full. A provider who agrees to this amount is said to "accept assignment."

A Medicare-enrolled provider performing a Medicare-covered service for a dual eligible or [QMB-Only \(Qualified Medicare Beneficiary-Only\)](#) member is required to accept assignment of the member's Medicare Part A benefits. Therefore, Wisconsin Medicaid's total reimbursement for a Medicare Part A-covered inpatient hospital service (i.e., any amount paid by other health insurance sources, any copayment or deductible amounts paid by the member, and any amount paid by Wisconsin Medicaid or BadgerCare Plus) may not exceed the Medicare-allowed amount.

Topic #666

Claims Denied for Errors

Medicare claims that were denied for provider billing errors must be corrected and resubmitted to Medicare before the claim may be submitted to ForwardHealth.

Topic #668

Claims Processed by Commercial Insurance That Is Secondary to Medicare

If a crossover claim is also processed by commercial health insurance that is secondary to Medicare (e.g., Medicare supplemental), the claim will not be forwarded to ForwardHealth. After the claim has been processed by the commercial health insurance, the provider should submit a provider-submitted crossover claim to ForwardHealth with the appropriate other insurance indicator.

Topic #670

Claims That Do Not Require Medicare Billing

For services provided to dual eligibles, professional, institutional, and dental claims should be submitted to ForwardHealth without first submitting them to Medicare in the following situations:

- The provider cannot be enrolled in Medicare.
- The service is not allowed by Medicare under any circumstance. Providers should note that claims are denied for services that Medicare has determined are not medically necessary.

In these situations, providers should not indicate a Medicare disclaimer code on the claim.

Topic #704

Claims That Fail to Cross Over

ForwardHealth must be able to identify the billing provider in order to report paid or denied Medicare crossover claims information on the RA (Remittance Advice). Claims with an NPI (National Provider Identifier) that fails to appear on the provider's RA are an indication that there is a problem with the matching and identification of the billing provider and the claims were denied.

ForwardHealth is not able to identify the billing provider on automatic crossover claims submitted by health care providers in the following situations:

- The billing provider's NPI has not been reported to ForwardHealth.
- The taxonomy code has not been reported to ForwardHealth or is not indicated on the automatic crossover claim.
- The billing provider's practice location ZIP+4 code on file with ForwardHealth is required to identify the provider and is not indicated on the automatic crossover claim.

If automatic crossover claims do not appear on the RA after 30 days of the Medicare processing date, providers are required to resubmit the claim directly to ForwardHealth using the NPI that was reported to ForwardHealth as the primary NPI. Additionally, the taxonomy code and the ZIP+4 code of the practice location on file with ForwardHealth are required when additional data is needed to identify the provider.

Topic #667

Claims for Services Denied by Medicare

If Medicare denies or recoups payment for services provided to dual eligibles that are covered by BadgerCare Plus or Wisconsin Medicaid, the provider may submit a claim for those services directly to ForwardHealth. To allow payment by ForwardHealth in this situation, providers are encouraged to follow BadgerCare Plus and Medicaid 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).

Topic #671

Crossover Claims

A Medicare crossover claim is a Medicare-allowed claim for a dual eligible or QMB-Only (Qualified Medicare Beneficiary-Only) member sent to ForwardHealth for payment of coinsurance, copayment, and deductible.

Submit Medicare claims first, as appropriate, to one of the following:

- Medicare Part A fiscal intermediary.
- Medicare Part B carrier.
- Medicare DME (durable medical equipment) regional carrier.
- Medicare Advantage Plan.
- Railroad Retirement Board carrier (also known as the Railroad Medicare carrier).

There are two types of crossover claims based on who submits them:

- Automatic crossover claims.

- Provider-submitted crossover claims.

Automatic Crossover Claims

An automatic crossover claim is a claim that Medicare automatically forwards to ForwardHealth by the COBC (Coordination of Benefits Contractor).

Claims will be forwarded if the following occur:

- Medicare has identified that the services were provided to a dual eligible or a QMB-Only member.
- The claim is for a member who is not enrolled in a Medicare Advantage Plan.

Provider-Submitted Crossover Claims

A provider-submitted crossover claim is a Medicare-allowed claim that a provider directly submits to ForwardHealth when the Medicare claim did not automatically cross over. Providers should submit a provider-submitted crossover claim in the following situations:

- The automatic crossover claim does not appear on the ForwardHealth RA (Remittance Advice) within 30 days of the Medicare processing date.
- The automatic crossover claim is denied and additional information may allow payment.
- The claim is for a member who is enrolled in Medicare and commercial health insurance that is secondary to Medicare (e.g., Medicare Supplemental).
- The claim is for a member who was not enrolled in BadgerCare Plus or Wisconsin Medicaid at the time the service was submitted to Medicare for payment, but the member was retroactively determined enrolled in BadgerCare Plus or Medicaid.
- The claim is for a member who is enrolled in a Medicare Advantage Plan.

When submitting crossover claims directly, the following additional data may be required on the claim to identify the billing and rendering provider:

- The NPI (National Provider Identifier) that ForwardHealth has on file for the provider.
- The taxonomy code that ForwardHealth has on file for the provider.
- The ZIP+4 code that corresponds to the practice location address on file with ForwardHealth.

Providers may initiate a provider-submitted claim in one of the following ways:

- DDE (Direct Data Entry) through the ForwardHealth Provider Portal.
- 837I (837 Health Care Claim: Institutional) transaction, as applicable.
- 837P (837 Health Care Claim: Professional) transaction, as applicable.
- PES (Provider Electronic Solution) software.
- Paper claim form.

Topic #9077

Crossover Claims for Diabetic Supplies

Medicare Part B

Claims for dual eligibles enrolled in the BadgerCare Plus Standard Plan and Medicaid should first be submitted to Medicare Part B. Claims that are reimbursed by Medicare Part B should automatically cross over to ForwardHealth. Claims that are reimbursed

by Medicare Part B that fail to cross over to ForwardHealth must be submitted on the 1500 Health Insurance Claim form with the appropriate HCPCS (Healthcare Common Procedure Coding System) procedure code.

As a reminder, if Medicare Part B denies a claim for diabetic supplies provided to a member who is covered by the Standard Plan or Medicaid, the provider may submit a claim for those services to ForwardHealth. Medicare Part B-denied crossover claims must be submitted to ForwardHealth electronically, on a [Compound Drug Claim \(F-13073 \(09/11\)\)](#) form, or a [Noncompound Drug Claim \(F-13072 \(09/11\)\)](#) form with an NDC (National Drug Code) and the appropriate other coverage code.

Medicare Part D

Diabetic supplies associated with the administration of insulin may be covered for members with Medicare Part D. Providers should contact the member's Medicare Part D PDP (Prescription Drug Plan) for information about the PDP's diabetic supply policy.

Topic #672

Definition of Medicare

Medicare is a health insurance program for people 65 years of age or older, for certain people with disabilities under age 65, and for people with ESRD (end-stage renal disease). Medicare is a federal government program created under Title XVIII of the Social Security Act.

Medicare coverage is divided into four parts:

- Part A (i.e., Hospital Insurance). Part A helps to pay for medically necessary services, including inpatient hospital services, services provided in critical access hospitals (i.e., small facilities that give limited inpatient services and outpatient services to beneficiaries who reside in rural areas), services provided in skilled nursing facilities, hospice services, and some home health services.
- Part B (i.e., Supplemental Medical Insurance). Part B helps to pay for medically necessary services, including physician services, outpatient hospital services, and some other services that Part A does not cover (such as PT (physical therapy) services, OT (occupational therapy) services, and some home health services).
- Part C (i.e., Medicare Advantage).
- Part D (i.e., drug benefit).

Topic #684

Dual Eligibles

Dual eligibles are members who are eligible for coverage from Medicare (either Medicare Part A, Part B, or both) *and* Wisconsin Medicaid or BadgerCare Plus.

Dual eligibles may receive coverage for the following:

- Medicare monthly premiums for Part A, Part B, or both.
- Coinsurance, copayment, and deductible for Medicare-allowed services.
- BadgerCare Plus- or Medicaid-covered services, even those that are not allowed by Medicare.

Topic #669

Exhausting Medicare Coverage

Providers are required to exhaust Medicare coverage before submitting claims to ForwardHealth. This is accomplished by following these instructions. Providers are required to prepare complete and accurate documentation of efforts to bill Medicare to substantiate Medicare disclaimer codes used on any claim.

Adjustment Request for Crossover Claim

The provider may submit a paper or electronic adjustment request. If submitting a paper [Adjustment/Reconsideration Request \(F-13046 \(10/08\)\)](#) form, the provider should attach a copy of Medicare remittance information. (If this is a Medicare reconsideration, copies of the original and subsequent Medicare remittance information should be attached.)

Provider-Submitted Crossover Claim

The provider may submit a provider-submitted crossover claim in the following situations:

- The claim is for a member who is enrolled in a Medicare Advantage Plan.
- The automatic crossover claim is not processed by ForwardHealth within 30 days of the Medicare processing date.
- ForwardHealth denied the automatic crossover claim and additional information may allow payment.
- The claim is for a member who is enrolled in Medicare and commercial health insurance that is secondary to Medicare (e.g., Medicare Supplemental).
- The claim is for a member who was not enrolled in BadgerCare Plus at the time the service was submitted to Medicare for payment, but the member was retroactively enrolled.*

When submitting provider-submitted crossover claims, the provider is required to follow all claims submission requirements in addition to the following:

- For electronic claims, indicate the Medicare payment.
- For paper claims, the provider is required to do the following:
 - Attach Medicare's remittance information and refrain from indicating the Medicare payment.
 - Indicate "MMC (Medicare Managed Care)" in the upper right corner of the claim for services provided to members enrolled in a Medicare Advantage Plan.

When submitting provider-submitted crossover claims for members enrolled in Medicare and commercial health insurance that is secondary to Medicare, the provider is also required to do the following:

- Refrain from submitting the claim to ForwardHealth until after the claim has been processed by the commercial health insurance.
- Indicate the appropriate other insurance indicator.

* In this situation, a timely filing appeals request may be submitted if the services provided are beyond the claims submission deadline. The provider is required to indicate "retroactive enrollment" on the provider-submitted crossover claim and submit the claim with the [Timely Filing Appeals Request \(F-13047 \(10/08\)\)](#) form. The provider is required to submit the timely filing appeals request within 180 days from the date the backdated enrollment was added to the member's file.

Claim for Services Denied by Medicare

When Medicare denies payment for a service provided to a dual eligible that is covered by BadgerCare Plus or Wisconsin Medicaid, the provider may proceed as follows:

- Bill commercial health insurance, if applicable.
- Submit a claim to ForwardHealth using the appropriate Medicare disclaimer code. If applicable, the provider should indicate the appropriate other insurance indicator. A copy of Medicare remittance information should not be attached to

the claim.

Crossover Claim Previously Reimbursed

A crossover claim may have been previously reimbursed by Wisconsin Medicaid when one of the following has occurred:

- Medicare reconsiders services that were previously not allowed.
- Medicare retroactively determines a member eligible.

In these situations, the provider should proceed as follows:

- Refund or adjust Medicaid payments for services previously reimbursed by Wisconsin Medicaid.
- Bill Medicare for the services and follow ForwardHealth's procedures for submitting crossover claims.

Topic #687

Medicare Advantage

Medicare services may be provided to dual eligibles or QMB-Only (Qualified Medicare Beneficiary-Only) members on a fee-for-service basis or through a Medicare Advantage Plan. Medicare Advantage was formerly known as Medicare Managed Care (MMC), Medicare + Choice (MPC), or Medicare Cost (Cost). Medicare Advantage Plans have a special arrangement with the federal CMS (Centers for Medicare and Medicaid Services) and agree to provide all Medicare benefits to Medicare beneficiaries for a fee. Providers may contact Medicare for a list of Medicare Advantage Plans in Wisconsin and the insurance companies with which they are associated.

Paper Crossover Claims

Providers are required to indicate "MMC" in the upper right corner of provider-submitted crossover claims for services provided to members enrolled in a Medicare Advantage Plan. The claim must be submitted with a copy of the Medicare EOMB (Explanation of Medicare Benefits). This is necessary in order for ForwardHealth to distinguish whether the claim has been processed as commercial managed care or Medicare managed care.

Reimbursement Limits

Reimbursement limits on Medicare Part B services are applied to all Medicare Advantage Plan copayment amounts in accordance with federal law. This may reduce reimbursement amounts in some cases.

Topic #688

Medicare Disclaimer Codes

Medicare disclaimer codes are used to ensure consistent reporting of common billing situations for dual eligibles. Refer to claim instructions for Medicare disclaimer codes and their descriptions. The intentional misuse of Medicare disclaimer codes to obtain inappropriate reimbursement from ForwardHealth constitutes fraud.

Medicare disclaimer codes identify the status and availability of Medicare benefits. The code allows a provider to be reimbursed correctly by ForwardHealth when Medicare benefits exist or when, for some valid reason, the provider is unable to obtain such benefits by reasonable means.

When submitting a claim for a covered service that was denied by Medicare, providers should resubmit the claim *directly* to ForwardHealth using the appropriate Medicare disclaimer code.

Documentation Requirements

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

Topic #689

Medicare Enrollment

Some providers may become retroactively enrolled in Medicare. Providers should contact Medicare for more information about retroactive enrollment.

Services for Dual Eligibles

As stated in [DHS 106.03\(7\)](#), Wis. Admin. Code, a provider is required to be enrolled in Medicare if both of the following are true:

- He or she provides a Medicare Part A service to a dual eligible.
- He or she can be enrolled in Medicare.

If a provider can be enrolled in Medicare but chooses *not* to be, the provider is required to refer dual eligibles to another certified provider who is enrolled in Medicare.

Services for Qualified Medicare Beneficiary-Only Members

Because QMB-Only (Qualified Medicare Beneficiary-Only) members receive coverage from Wisconsin Medicaid only for services allowed by Medicare, providers who are not enrolled in Medicare are required to refer QMB-Only members to another certified provider who is enrolled in Medicare.

Topic #8457

Medicare Late Fees

Medicare assesses a late fee when providers submit a claim after Medicare's claim submission deadline has passed. Claims that cross over to ForwardHealth with a Medicare late fee are denied for being out of balance. To identify these claims, providers should reference the Medicare remittance information and check for ANSI (American National Standards Institute) code B4 (late filing penalty), which indicates a late fee amount deducted by Medicare.

ForwardHealth considers a late fee part of Medicare's paid amount for the claim because Medicare would have paid the additional amount if the claim had been submitted before the Medicare claim submission deadline. ForwardHealth will not reimburse providers for late fees assessed by Medicare.

Resubmitting Medicare Crossover Claims with Late Fees

Providers may resubmit to ForwardHealth crossover claims denied because the claim was out of balance due to a Medicare late fee. The claim may be submitted on paper, submitted electronically using the ForwardHealth Portal, or submitted as an 837 (837

Health Care Claim) transaction.

Paper Claim Submissions

When resubmitting a crossover claim on paper, include a copy of the Medicare remittance information so ForwardHealth can determine the amount of the late fee and apply the correct reimbursement amount.

Electronic Claim Submissions

When resubmitting a claim via the Portal or an electronic 837 transaction (including PES (Provider Electronic Solutions) software submissions), providers are required to balance the claim's paid amount to reflect the amount Medicare would have paid before Medicare subtracted a late fee. This is the amount that ForwardHealth considers when adjudicating the claim. To balance the claim's paid amount, add the late fee to the paid amount reported by Medicare. Enter this amount in the Medicare paid amount field.

For example, the Medicare remittance information reports the following amounts for a crossover claim:

- Billed Amount: \$110.00.
- Allowed Amount: \$100.00.
- Coinsurance: \$20.00.
- Late Fee: \$5.00.
- Paid Amount: \$75.00.

Since ForwardHealth considers the late fee part of the paid amount, providers should add the late fee to the paid amount reported on the Medicare remittance. In the example above, add the late fee of \$5.00 to the paid amount of \$75.00 for a total of \$80.00. The claim should report the Medicare paid amount as \$80.00.

Topic #690

Medicare Retroactive Eligibility

If a member becomes retroactively eligible for Medicare, the provider is required to refund or adjust any payments for the retroactive period. The provider is required to then bill Medicare for the services and follow ForwardHealth's procedures for submitting crossover claims. Claims found to be in conflict with this program requirement will be recouped.

Topic #895

Modifier for Catastrophe/Disaster-Related Crossover Claims

ForwardHealth accepts modifier "CR" (Catastrophe/disaster related) on Medicare crossover claims (both [837P](#) (837 Health Care Claim: Professional) transactions and 1500 Health Insurance Claim Forms) to accommodate the emergency health care needs of dual eligibles and QMB-Only (Qualified Medicare Beneficiary-Only) members affected by disasters. The [CMS \(Centers for Medicare and Medicaid Services\) Web site](#) contains more information.

Topic #4957

Provider-Submitted Crossover Claims

A provider-submitted crossover claim is a Medicare-allowed claim that a provider directly submits to ForwardHealth when the Medicare claim did not automatically crossover to ForwardHealth.

Electronic Professional Crossover Claims

Providers submitting crossover claims electronically must indicate all Medicare coinsurance, copayment, and psychiatric reduction amounts at the detail level. If the Medicare coinsurance, copayment, and psychiatric reduction amounts are indicated at the header level, the claim will be denied. Providers may indicate deductibles in either the header or detail level.

When submitting electronic Medicare crossover claims, providers should not submit paper EOMB (Explanation of Medicare Benefits) as an attachment. Providers should, however, be sure to complete Medicare CAS segments when submitting 837 transactions.

Paper Professional Crossover Claims Require Provider Signature

All paper provider-submitted crossover claims submitted on the 1500 Health Insurance Claim Form require a provider signature and date in Element 31. The words "signature on file" are not acceptable. Provider-submitted crossover claims without a signature or date are denied or are subject to recoupment. The provider signature requirement for paper crossover claims is the same requirement for all other paper 1500 Health Insurance Claims.

Topic #692

Qualified Medicare Beneficiary-Only Members

QMB-Only (Qualified Medicare Beneficiary-Only) members are a limited benefit category of Medicaid members. They are eligible for coverage from Medicare (either Part A, Part B, or both) *and* limited coverage from Wisconsin Medicaid. QMB-Only members receive Medicaid coverage for the following:

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

QMB-Only members do not receive coverage from Wisconsin Medicaid for services not allowed by Medicare. Therefore, Wisconsin Medicaid will not reimburse for services if either of the following occur:

- Medicare does not cover the service.
- The provider is not enrolled in Medicare.

Topic #686

Reimbursement for Crossover Claims

Professional Crossover Claims

State law limits reimbursement for coinsurance and copayment of Medicare Part B-covered services provided to dual eligibles and QMB-Only (Qualified Medicare Beneficiary-Only) members.

Total payment for a Medicare Part B-covered service (i.e., any amount paid by other health insurance sources, any copayment or spenddown amounts paid by the member, and any amount paid by Wisconsin Medicaid) may not exceed the Medicare-allowed amount. Therefore, Medicaid reimbursement for coinsurance or copayment of a Medicare Part B-covered service is the lesser of the following:

- The *Medicare*-allowed amount less any amount paid by other health insurance sources and any copayment or spenddown amounts paid by the member.
- The *Medicaid*-allowed amount less any amount paid by other health insurance sources and any copayment or spenddown amounts paid by the member.

The following table provides three examples of how the limitations are applied.

Reimbursement for Coinsurance or Copayment of Medicare Part B-Covered Services			
Explanation	Example		
	1	2	3
Provider's billed amount	\$120	\$120	\$120
Medicare-allowed amount	\$100	\$100	\$100
Medicaid-allowed amount (e.g., maximum allowable fee, rate-per-visit)	\$90	\$110	\$75
Medicare payment	\$80	\$80	\$80
Medicaid payment	\$10	\$20	\$0

Outpatient Hospital Crossover Claims

Detail-level information is used to calculate pricing for all outpatient hospital crossover claims and adjustments. Details that Medicare paid in full or that Medicare denied in full will not be considered when pricing outpatient hospital crossover claims. Medicare deductibles are paid in full.

Providers may use the following steps to determine how reimbursement was calculated:

1. Sum all of the detail Medicare-paid amounts to establish the Claim Medicare-paid amount.
2. Sum all of the detail Medicare coinsurance or copayment amounts to establish the Claim Medicare coinsurance or copayment amount.
3. Multiply the number of DOS (dates of service) by the provider's rate-per-visit. For example, \$100 (rate-per-visit) x 3 (DOS) = \$300. This is the Medicaid gross allowed amount.
4. Compare the Medicaid gross allowed amount calculated in step 3 to the Claim Medicare paid amount calculated in step 1. If the Medicaid gross allowed amount is less than or equal to the Medicare paid amount, Wisconsin Medicaid will make no further payment to the provider for the claim. If the Medicaid gross allowed amount is greater than the Medicare-paid amount, the difference establishes the Medicaid net allowed amount.
5. Compare the Medicaid net allowed amount calculated in step 4 and the Medicare coinsurance or copayment amount calculated in step 2. Wisconsin Medicaid reimburses the lower of the two amounts.

Inpatient Hospital Services

State law limits reimbursement for coinsurance, copayment and deductible of Medicare Part A-covered inpatient hospital services for dual eligibles and QMB-Only members.

Wisconsin Medicaid's total reimbursement for a Medicare Part A-covered inpatient hospital service (i.e., any amount paid by other health insurance sources, any copayment or deductible amounts paid by the member, and any amount paid by Wisconsin Medicaid or BadgerCare Plus) may not exceed the Medicare-allowed amount. Therefore, Medicaid reimbursement for coinsurance, copayment, and deductible of a Medicare Part A-covered inpatient hospital service is the *lesser* of the following:

- The difference between the *Medicaid*-allowed amount and the *Medicare*-paid amount.
- The sum of Medicare coinsurance, copayment, and deductible.

The following table provides three examples of how the limitations are applied.

Reimbursement for Medicare Part A-Covered Inpatient Hospital Services Provided To Dual Eligibles			
Explanation	Example		
	1	2	3
Provider's billed amount	\$1,200	\$1,200	\$1,200
Medicare-allowed amount	\$1,000	\$1,000	\$1,000
Medicaid-allowed amount (e.g., diagnosis-related group or per diem)	\$1,200	\$750	\$750
Medicare-paid amount	\$1,000	\$800	\$500
Difference between Medicaid-allowed amount and Medicare-paid amount	\$200	(\$-50)	\$250
Medicare coinsurance, copayment and deductible	\$0	\$200	\$500
Medicaid payment	\$0	\$0	\$250

Topic #770

Services Requiring Medicare Billing

If Wisconsin's EVS (Enrollment Verification System) indicates Medicare + Choice, the provider is required to bill the following services to the Medicare Advantage Plan before submitting claims to ForwardHealth:

- Ambulance services.
- Ambulatory surgery center services.
- Chiropractic services.
- Dental anesthesia services.
- Home health services (excluding PC (personal care) services).
- Hospital services, including inpatient or outpatient.
- Medicare-covered services.
- Osteopath services.
- Physician services.

If the EVS indicates Medicare Cost, the provider is required to bill the following services to the Medicare Advantage Plan before submitting claims to ForwardHealth:

- Ambulance services.
- Home health services (excluding PC services).
- Medicare-covered services.

ForwardHealth has identified [services requiring commercial health insurance billing](#).

Other Coverage Information

Topic #4940

After Reporting Discrepancies

After receiving an [Other Coverage Discrepancy Report \(F-1159 \(10/08\)\)](#), 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 [Other Coverage Discrepancy Report \(F-1159 \(10/08\)\)](#) 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 [Other Coverage Discrepancy Report \(F-1159 \(10/08\)\)](#) 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 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 #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) 221-4746. 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.
- Provider-based billing claim(s). For each claim indicated on the Provider-Based Billing Summary, the provider will receive a prepared provider-based billing claim. This claim may be used to bill the other health insurance source; the claim includes all of the other health insurance source's information that is available.

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 <i>not</i> use the prepared provider-based billing claim).	ForwardHealth Claims and Adjustments 6406 Bridge Rd Madison WI 53784-0002
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"> An Other Coverage Discrepancy Report (F-1159 (10/08)) form. 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 <i>not</i> use the prepared provider-based billing claim). 	<p>Send the Other Coverage Discrepancy Report form to the address indicated on the form.</p> <p>Send the claim to the following address:</p> <p>ForwardHealth Claims and Adjustments 6406 Bridge Rd Madison WI 53784-0002</p>
The other health insurance source reimburses or partially reimburses the provider-based billing claim.	<ul style="list-style-type: none"> A claim according to normal claims submission procedures (do <i>not</i> use the prepared provider-based billing claim). The appropriate other insurance indicator. The amount received from the other health insurance source. 	ForwardHealth Claims and Adjustments 6406 Bridge Rd Madison WI 53784-0002
The other health insurance source denies the provider-based billing claim.	<ul style="list-style-type: none"> A claim according to normal claims submission procedures (do <i>not</i> use the prepared provider-based billing claim). The appropriate other insurance indicator or Medicare disclaimer code. 	ForwardHealth Claims and Adjustments 6406 Bridge Rd Madison WI 53784-0002
The commercial health insurance carrier does not respond to an initial <i>and</i> follow-up provider-based billing claim.	<ul style="list-style-type: none"> A claim according to normal claims submission procedures (do <i>not</i> use the prepared provider-based billing claim). The appropriate other insurance indicator. 	ForwardHealth Claims and Adjustments 6406 Bridge Rd Madison WI 53784-0002

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"> A claim (do <i>not</i> use the prepared provider-based billing claim). A Timely Filing Appeals Request (F-13047 (10/08)) form according to normal timely filing appeals procedures. 	ForwardHealth Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050
The provider discovers that the	<ul style="list-style-type: none"> An Other Coverage Discrepancy Report form. 	Send the Other Coverage

member's other coverage information (i.e., enrollment dates) reported by the EVS is invalid.	<ul style="list-style-type: none"> • <i>After</i> 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"> ◦ A claim (do <i>not</i> use the prepared provider-based billing claim.) ◦ A Timely Filing Appeals Request form according to normal timely filing appeals procedures. 	<p>Discrepancy Report form to the address indicated on the form.</p> <p>Send the timely filing appeals request to the following address:</p> <p>ForwardHealth Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050</p>
The commercial health insurance carrier reimburses or partially reimburses the provider-based billing claim.	<ul style="list-style-type: none"> • A claim (do <i>not</i> use the prepared provider-based billing claim). • Indicate the appropriate other insurance indicator. • Indicate the amount received from the commercial insurance. • A Timely Filing Appeals Request form according to normal timely filing appeals procedures. 	<p>ForwardHealth Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050</p>
The other health insurance source denies the provider-based billing claim.	<ul style="list-style-type: none"> • A claim (do <i>not</i> use the prepared provider-based billing claim). • The appropriate other insurance indicator or Medicare disclaimer code. • A Timely Filing Appeals Request form according to normal timely filing appeals procedures. • The Provider-Based Billing Summary. • Documentation of the denial, including any of the following: <ul style="list-style-type: none"> ◦ Remittance information from the other health insurance source. ◦ A written statement from the other health insurance source identifying the reason for denial. ◦ A letter from the other health insurance source indicating a policy termination date that proves that the other health insurance source paid the member. ◦ 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. • 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. 	<p>ForwardHealth Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050</p>
The commercial health insurance carrier does not respond to an initial and follow-up provider-based billing claim.	<ul style="list-style-type: none"> • A claim (do <i>not</i> use the prepared provider-based billing claim). • The appropriate other insurance indicator. • A Timely Filing Appeals Request form according 	<p>ForwardHealth Timely Filing Ste 50 6406 Bridge Rd</p>

to normal timely filing appeals procedures.

Madison WI 53784-0050

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
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"> • The Provider-Based Billing Summary. • Indication that the EVS no longer reports the member's other coverage. 	ForwardHealth Provider-Based Billing PO Box 6220 Madison WI 53716-0220 Fax (608) 221-4567
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"> • The Provider-Based Billing Summary. • One of the following: <ul style="list-style-type: none"> ◦ The name of the person with whom the provider spoke and the member's correct other coverage information. ◦ A printed page from an enrollment Web site containing the member's correct other coverage information. 	ForwardHealth Provider-Based Billing PO Box 6220 Madison WI 53716-0220 Fax (608) 221-4567
The other health insurance source reimburses or partially reimburses the provider-based billing claim.	<ul style="list-style-type: none"> • The Provider-Based Billing Summary. • A copy of the remittance information received from the other health insurance source. • The DOS (date of service), other health insurance source, billed amount, and procedure code indicated on the other insurer's remittance information must match the information on the Provider-Based Billing Summary. <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"> • The Provider-Based Billing Summary. • Documentation of the denial, including any of the following: <ul style="list-style-type: none"> ◦ Remittance information from the other health insurance source. ◦ A letter from the other health insurance source indicating a policy termination date that precedes the DOS. ◦ Documentation indicating that the other health insurance source paid the member. ◦ 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. • 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. 	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 <i>and</i> follow-up provider-based billing claim.	<ul style="list-style-type: none"> • The Provider-Based Billing Summary. • Indication that no response was received by the other health insurance source. • Indication of the dates that the initial and follow-up provider-based billing claims were submitted to the other health insurance source. 	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 may use the claim prepared by ForwardHealth or produce his or her own claim. If the other health insurance source requires information beyond what is indicated on the prepared claim, the provider should add that information to the claim. The providers should also attach additional documentation (e.g., Medicare's remittance information) if required by the other health insurance source.

Reimbursement for Services Provided for Accident Victims

Topic #657

Billing Options

Providers may choose to seek payment from either of the following:

- Civil liabilities (e.g., injuries from an automobile accident).
- Worker's compensation.

However, as stated in [DHS 106.03\(8\)](#), Wis. Admin. Code, BadgerCare Plus and Wisconsin Medicaid will not reimburse providers if they receive payment from either of these sources.

The provider may choose a different option for each DOS (date of service). For example, the decision to submit one claim to ForwardHealth does not mean that all claims pertaining to the member's accident must be submitted to ForwardHealth.

Topic #829

Points of Consideration

Providers should consider the time and costs involved when choosing whether to submit a claim to ForwardHealth or seek payment from a settlement.

Time

Providers are not required to seek payment from worker's compensation or civil liabilities, rather than seeking reimbursement from BadgerCare Plus or Wisconsin Medicaid, because of the time involved to settle these cases. While some worker's compensation cases and certain civil liability cases may be settled quickly, others may take several years before settlement is reached.

Costs

Providers may receive more than the allowed amount from the settlement; however, in some cases the settlement may not be enough to cover all costs involved.

Topic #826

Seeking Payment from Settlement

After choosing to seek payment from a settlement, the provider may *instead* submit the claim to ForwardHealth as long as it is submitted before the claims submission deadline. For example, the provider may instead choose to submit the claim to ForwardHealth because no reimbursement was received from the liability settlement or because a settlement has not yet been reached.

Topic #827

Submitting Claims to ForwardHealth

If the provider chooses to submit a claim to ForwardHealth, he or she may not seek further payment for that claim in any liability settlement that may follow. Once a claim is submitted to ForwardHealth, the provider may not decide to seek reimbursement for that claim in a liability settlement. Refunding payment and then seeking payment from a settlement may constitute a felony. If a settlement occurs, ForwardHealth retains the sole right to recover medical costs.

Providers are required to indicate when services are provided to an accident victim on claims submitted to ForwardHealth. If the member has other health insurance coverage, the provider is required to exhaust the other health insurance sources before submitting the claim to ForwardHealth.

Covered and Noncovered Services

4

Archive Date:03/01/2012

Covered and Noncovered Services:Back-up Durable Medical Equipment

Topic #1730

Back-up Durable Medical Equipment

Back-up or secondary DME (durable medical equipment) is defined as an identical or similar piece of DME to one already in use that is used to meet the same medical need for the member. The purchase or rental of a second, identical or similar piece of DME is covered when the medical necessity criteria for its use is met or when it is determined that, if the primary piece of DME breaks down or malfunctions, it could result in immediate life-threatening consequences for the member.

The maximum reimbursement for back-up or secondary DME is one-half the maximum allowable fee for purchase or one-half the maximum daily rental reimbursement for the primary piece of DME.

Providers are required to use modifier "TW" (backup equipment) when requesting PA (prior authorization) and submitting claims for:

- Two identical or similar pieces of DME.
- A back-up/secondary piece of DME that is identical or similar to DME already in use.

The following list of procedure codes includes all DME for which Wisconsin Medicaid allows reimbursement. If a DME item is not on the list, then Wisconsin Medicaid does not provide reimbursement for the back-up or secondary piece of the item.

Allowable Modifiers	
52 = Reduced services	RR = Rental
TW = Back-up equipment	
QE = Prescribed amount of oxygen is less than 1 liter per minute (LPM)	
QG = Prescribed amount of oxygen is greater than 4 liters per minute (LPM)	

Procedure Code	Modifier (s)	Description
B9002	TW	Enteral nutrition infusion pump with alarm
B9002	RR, TW	Enteral nutrition infusion pump with alarm
B9004	TW	Parenteral nutrition infusion pump, portable
B9004	RR, TW	Parenteral nutrition infusion pump, portable
B9006	TW	Parenteral nutrition infusion pump, stationary
B9006	RR, TW	Parenteral nutrition infusion pump, stationary
E0424	RR, TW	Stationary compressed gaseous oxygen system, rental; includes container, contents, regulator, flowmeter, humidifier, nebulizer, cannula or mask, and tubing
E0424	RR, TW, QE	Stationary compressed gaseous oxygen system, rental; includes container, contents, regulator, flowmeter, humidifier, nebulizer, cannula or mask, and tubing
E0424	RR, TW, QG	Stationary compressed gaseous oxygen system, rental; includes container, contents, regulator, flowmeter, humidifier, nebulizer, cannula or mask, and tubing

E0431	RR, TW	Portable gaseous oxygen system, rental; includes portable container, regulator, flowmeter, humidifier, cannula or mask, and tubing
E0434	RR, TW	Portable liquid oxygen system, rental; includes portable container, supply reservoir, humidifier, flowmeter, refill adaptor, contents gauge, cannula or mask, and tubing
E0439	RR, TW	Stationary liquid oxygen system, rental; includes container, contents, regulator, flowmeter, humidifier, nebulizer, cannula or mask, and tubing
E0439	RR, TW, QE	Stationary liquid oxygen system, rental; includes container, contents, regulator, flowmeter, humidifier, nebulizer, cannula or mask, and tubing
E0439	RR, TW, QG	Stationary liquid oxygen system, rental; includes container, contents, regulator, flowmeter, humidifier, nebulizer, cannula or mask, and tubing
E0450	RR, TW	Volume ventilator, stationary or portable, with backup rate feature, used with invasive interface (e.g., tracheostomy tube)
E0450	RR, TW, 52	Volume ventilator, stationary or portable, with backup rate feature, used with invasive interface (e.g., tracheostomy tube)
E0454	RR, TW	Pressure ventilator with pressure control, pressure support and flow triggering features
E0454	RR, TW, 52	Pressure ventilator with pressure control, pressure support and flow triggering features
E0460	TW	Negative pressure ventilator; portable or stationary
E0460	RR, TW	Negative pressure ventilator; portable or stationary
E0472	TW	Respiratory assist device, bi-level pressure capability, with backup rate feature, used with invasive interface, e.g., tracheostomy tube (intermittent assist device with continuous positive airway pressure device)
E0472	RR, TW	Respiratory assist device, bi-level pressure capability, with backup rate feature, used with invasive interface, e.g., tracheostomy tube (intermittent assist device with continuous positive airway pressure device)
E0472	RR, TW, 52	Respiratory assist device, bi-level pressure capability, with backup rate feature, used with invasive interface, e.g., tracheostomy tube (intermittent assist device with continuous positive airway pressure device)
E0550	TW	Humidifier, durable for extensive supplemental humidification during IPPB treatments or oxygen delivery
E0550	RR, TW	Humidifier, durable for extensive supplemental humidification during IPPB treatments or oxygen delivery
E0560	TW	Humidifier, durable for supplemental humidification during IPPB treatment or oxygen delivery
E0560	RR, TW	Humidifier, durable for supplemental humidification during IPPB treatment or oxygen delivery
E0565	TW	Compressor, air power source for equipment which is not self-contained or cylinder driven
E0565	RR, TW	Compressor, air power source for equipment which is not self-contained or cylinder driven
E0570	TW	Nebulizer, with compressor
E0570	RR, TW	Nebulizer, with compressor
E0575	TW	Nebulizer, ultrasonic, large volume
E0575	RR, TW	Nebulizer, ultrasonic, large volume
E0580	TW	Nebulizer, durable, glass or autoclavable plastic, bottle type, for use with regulator or flowmeter
E0585	TW	Nebulizer, with compressor and heater
E0585	RR, TW	Nebulizer, with compressor and heater
E0600	TW	Respiratory suction pump, home model, portable or stationary, electric

E0600	RR, TW	Respiratory suction pump, home model, portable or stationary, electric
E0776	TW	IV pole
E0776	RR, TW	IV pole
E0781	TW	Ambulatory infusion pump, single or multiple channels, electric or battery operated, with administrative equipment, worn by patient
E0781	RR, TW	Ambulatory infusion pump, single or multiple channels, electric or battery operated, with administrative equipment, worn by patient
E0791	TW	Parenteral infusion pump, stationary, single or multichannel
E0791	RR, TW	Parenteral infusion pump, stationary, single or multichannel
E1372	TW	Immersion external heater for nebulizer
E1372	RR, TW	Immersion external heater for nebulizer
E1390	TW	Oxygen concentrator, single delivery port, capable of delivering 85 percent or greater oxygen concentration at the prescribed flow rate
E1390	RR, TW	Oxygen concentrator, single delivery port, capable of delivering 85 percent or greater oxygen concentration at the prescribed flow rate
E1390	RR, TW, QE	Oxygen concentrator, single delivery port, capable of delivering 85 percent or greater oxygen concentration at the prescribed flow rate
E1390	RR, TW, QG	Oxygen concentrator, single delivery port, capable of delivering 85 percent or greater oxygen concentration at the prescribed flow rate

Codes

Topic #1731

Adaptive Equipment

The following table lists the adaptive equipment covered by BadgerCare Plus, along with the "U" modifiers, life expectancies, maximum allowable fees, and quantity limits for the equipment. Each "U" modifier assigned with HCPCS (Healthcare Common Procedure Coding System) procedure code A9900 (Miscellaneous DME (durable medical equipment) supply, accessory, and/or service component of another HCPCS code) represents a specific piece of adaptive equipment. For example, code A9900 with modifier "U6" represents a universal cuff.

Providers should use code A9900 and the applicable "U" modifier when submitting claims for covered adaptive equipment. PA (prior authorization) is not required for the equipment in the table. The only allowable POS (place of service) code for adaptive equipment is "12" (home).

Adaptive Equipment	Procedure Code	Modifier	Life Expectancy	Quantity Limit
Adaptive eating utensil, weighted handle, any size, style, or shape (limit one each: knife, fork, and spoon, as needed)	A9900	U1	2 years	3
Adaptive eating utensil, non-weighted handle, any size, style, or shape (limit one each: knife, fork, and spoon, as needed)	A9900	U2	2 years	3
Rocker knife	A9900	U3	3 years	1
Plate guard	A9900	U4	2 years	1
Scoop dish	A9900	U5	3 years	1
Universal cuff	A9900	U6	1 year	1
Dycem (any size or shape)	A9900	U7	4 years	1
Sock/stocking aid	A9900	U9	3 years	1
Dressing stick	A9900	UA	2 years	1
Long-handled shoe horn	A9900	UB	2 years	1
Hand-held shower (includes diverter spout)	A9900	UC	8 years	1
Adaptive hygiene aids, such as long-handled sponge	A9900	UD	1-3 years	1

Chapter [DHS 107.24\(2\)](#), Wis. Admin. Code, states that covered services are limited to items contained in the DME [maximum allowable fee index](#). Items not listed in the preceding table require PA; they may be submitted for consideration using procedure code E1399 (Durable medical equipment, miscellaneous). Documentation submitted with the PA request must include a complete description of the nature, extent, and medical need for the equipment.

Topic #4013

Bone-Anchored Hearing Aids

Providers should indicate the following procedure codes on claims for bone-anchored hearing aids and replacement parts. All procedure codes in this table are separately reimbursable for members residing in a nursing home. Refer to the DME (durable

medical equipment) [maximum allowable fee index](#) for maximum allowable fees.

Bone-Anchored Hearing Aids	
Code	Description
L7510	Repair of prosthetic device, repair or replace minor parts
L8690	Auditory osseointegrated device, includes all internal and external components
L8691	Auditory osseointegrated device, external sound processor, replacement
V5266	Battery for use in hearing device
V5298	Hearing aid, not otherwise classified [use when a processor and headband is worn and surgery is not required.]

Topic #4012

Cochlear Implants

Providers should indicate the following procedure codes on PA (prior authorization) requests and claims for cochlear implants. All procedure codes in this table are separately reimbursable for members residing in a nursing home. Refer to the DME (durable medical equipment) [maximum allowable fee index](#) for maximum allowable fees.

Cochlear Implant Hearing Devices	
Code	Description
L7510	Repair of prosthetic device, repair or replace minor parts
L8614	Cochlear device, includes all internal and external components
L8615	Headset/headpiece for use with cochlear implant device, replacement
L8616	Microphone for use with cochlear implant device, replacement
L8617	Transmitting coil for use with cochlear implant device, replacement
L8618	Transmitter cable for use with cochlear implant device, replacement
L8619	Cochlear implant, external speech processor and controller, integrated system, replacement
L8621	Zinc air battery for use with cochlear implant device, replacement, each
L8622	Alkaline battery for use with cochlear implant device, any size, replacement, each
L8623	Lithium ion battery for use with cochlear implant device speech processor; other than ear level, replacement, each
L8624	ear level, replacement, each

Replacement Parts for Cochlear Implants

The following cochlear implant device and bone-anchored hearing device replacement parts are reimbursable under procedure code L7510 (Repair of prosthetic device, repair or replace minor parts).

Cochlear Implant Devices	
Replacement Parts	Life Expectancy
Battery charger kit	1 per 3 years
Cochlear auxiliary cable adapter	1 per 3 years
Cochlear belt clip	1 per 3 years

Cochlear harness extension adapter	1 per 3 years
Cochlear signal checker	1 per 3 years
Microphone cover	1 per year
Pouch	1 per year

Topic #830

Diagnosis Codes

All diagnosis codes indicated on claims (and PA (prior authorization) requests when applicable) must be the most specific ICD-9-CM (International Classification of Diseases, Ninth Revision, Clinical Modification) diagnosis code. Providers are responsible for keeping current with diagnosis code changes. Etiology and manifestation codes may not be used as a primary diagnosis.

The required use of valid diagnosis codes includes the use of the most specific diagnosis code. Valid, most specific diagnosis codes may have up to five digits. Claims submitted with three- or four-digit codes where four- and five-digit codes are available may be denied.

Topic #1732

If a specific ICD-9-CM diagnosis code is unavailable, "V539" (other and unspecified device) may be used as the diagnosis code.

Diagnosis Codes for Orthopedic or Corrective Footwear

One of the following ICD-9-CM diagnosis codes is required when submitting a claim for procedure codes L3201, L3202, L3206, L3208, L3209, L3212, and L3213:

- 732.5
- 736.30
- 736.41
- 736.42
- 736.72
- 754.5
- 754.51 — 754.53
- 754.59
- 754.6
- 754.60
- 754.62
- 754.69
- 754.7 — 754.71
- 754.79
- 755.02
- 755.3 — 755.34
- 755.36 — 755.39
- 755.64 — 755.67
- 755.69
- 895 — 895.1
- 896 — 896.3
- 928 — 928.3
- 928.8 — 928.9
- 945.2 — 945.4

- 996.95 — 996.96

One of the following diagnosis codes is required for procedure code L3204:

- 732.5
- 736.30
- 736.41
- 736.42
- 736.72
- 754.5
- 754.51 — 754.53
- 754.59
- 754.6
- 754.60
- 754.62
- 754.69
- 754.7 — 754.71
- 754.79
- 755.02
- 755.3 — 755.34
- 755.36 — 755.39
- 755.64 — 755.67
- 895 — 895.1
- 896 — 896.3
- 928 — 928.3
- 928.8 — 928.9
- 945.2 — 945.4
- 996.95 — 996.96

Topic #1733

Durable Medical Equipment Maximum Allowable Fee Index

HCPCS (Healthcare Common Procedure Coding System) codes are required on all DME (durable medical equipment) PA (prior authorization) requests, claims, and adjustment requests. DME PA requests, claims, and adjustment requests received without HCPCS codes are denied.

"Not Otherwise Classified" Procedure Codes

If a DME item is prescribed that does not have a specific procedure code in the DME max fee schedule, the provider must request PA for the DME item using the appropriate "not otherwise classified" procedure code in the DME max fee schedule.

Use a quantity of "1.0" when billing "not otherwise classified" procedure codes. If a modifier was assigned in PA, the modifier is required when billing the service.

Life Expectancy

The life expectancy for each DME item is listed in the DME maximum allowable fee index. Replacement of an item before the end of its life expectancy always requires PA.

Topic #1735

Modifiers

Modifiers for Durable Medical Equipment

Allowable modifiers for DME (durable medical equipment) are listed in the following table.

Modifier	Description
52	Reduced services
59	Distinct procedural service
KH	Durable medical equipment, prosthetics, orthotics, and supply item, initial claim, purchase or first month rental*
KS	Glucose monitor supply for diabetic beneficiary not treated with insulin*
KX	Specific required documentation on file [glucose monitor supply for diabetic beneficiary treated with insulin]*
LT	Left side
QE	Prescribed amount of oxygen is less than one liter per minute (LPM)
QG	Prescribed amount of oxygen is greater than four liters per minute (LPM)
RB	Replacement and repair
RR	Rental
RT	Right side
TW	Back-up equipment

*Effective for DOS (dates of service) on and after June 1, 2010, modifiers "KS" and "KX" should only be indicated when submitting a claim for diabetic supplies with an approved PA (prior authorization) that was approved with a HCPCS (Healthcare Common Procedure Coding System) procedure code. Effective for DOS on and after January 1, 2011, modifiers "KS" and "KX" should only be submitted with crossover claims.

Modifiers to Designate Item Number

Allowable modifiers for DME item numbers that providers are required to use on DME claims are listed in the following table. Item numbers are assigned on approved PA requests. For items 14 through 25, providers will be required to list two national modifiers to accurately designate the item number.

Modifier	Description
U1	First item
U2	Second item
U3	Third item
U4	Fourth item
U5	Fifth item
U6	Sixth item

U7	Seventh item
U8	Eighth item
U9	Ninth item
UA	10th item
UB	11th item
UC	12th item
UD	13th item
UD + U1	14th item
UD + U2	15th item
UD + U3	16th item
UD + U4	17th item
UD + U5	18th item
UD + U6	19th item
UD + U7	20th item
UD + U8	21st item
UD + U9	22nd item
UD + UA	23rd item
UD + UB	24th item
UD + UC	25th item

Topic #1943

National Drug Codes

BadgerCare Plus, Medicaid, SeniorCare, and WCDP (Wisconsin Chronic Disease Program) cover FDA (Food and Drug Administration)-approved NDCs (National Drug Codes) for drugs in which the manufacturer has signed a rebate agreement.

The FDA assigns NDCs for drugs that have received FDA approval. The NDC is an 11-digit, three-segment number for a drug.

The NDC is divided into the following segments:

- The first segment, a five-digit labeler code that identifies any firm that manufactures, repacks, or distributes the drug. (Repackaged drugs are not covered.)
- The second segment, a four-digit code that identifies the drug's strength, dose, and formulation.
- The third segment, a two-digit code that identifies the package size.

In most cases, if an NDC is 10 digits or less, providers are required to indicate a preceding zero in the segment(s) with less than the required number of digits. If the labeler code begins with a number that is greater than or equal to one, the preceding zero may need to be indicated in the second or third segment. In other cases, providers may need to indicate a zero at the end of a segment.

Providers may use the [Drug Search Tool](#) to verify the arrangement of the segments of a specific NDC. Providers may also contact [Provider Services](#) or refer to the [Noridian Administrative Services NDC to HCPCS \(Healthcare Common Procedure Coding System\) crosswalk](#) for a crosswalk of J codes and NDCs to HCPCS and select CPT (Current Procedural Terminology) procedure codes and the [ASP \(Average Sales Price\) Drug Pricing Files](#).

New National Drug Codes

BadgerCare Plus, Medicaid, and SeniorCare automatically add an NDC of a new drug to the drug file if it meets program guidelines and is produced by a manufacturer participating in the drug rebate program.

Obsolete National Drug Codes

ForwardHealth will no longer reimburse NDCs with an obsolete date of two or more years. The obsolete date is reported by the manufacturer or by the FDA and provides the date the product is not available to the marketplace due to the cessation of marketing, production, or distribution of the product. The obsolete date provided to First DataBank is used to automatically update ForwardHealth.

Topic #1736

Place of Service Codes

Allowable POS (place of service) codes for DME (durable medical equipment) services are listed in the following table.

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
15	Mobile Unit
20	Urgent Care Facility
22	Outpatient Hospital
23	Emergency Room — Hospital
24	Ambulatory Surgical Center
31	Skilled Nursing Facility
32	Nursing Facility
33	Custodial Care Facility
34	Hospice
50	Federally Qualified Health Center
54	Facilities for Developmental Disabilities
60	Mass Immunization Center
62	Comprehensive Outpatient Rehabilitation Facility
65	End-Stage Renal Disease Treatment Facility
71	State or Local Public Health Clinic
72	Rural Health Clinic

81	Independent Laboratory
99	Other Place of Service

Note: Not all POS codes listed are applicable for all DME services. When providing services to DME members residing in an FDD (Facility for Developmental Disability), providers are required to use POS codes 31 or 32.

Topic #2047

Procedure Codes

Covered DME (durable medical equipment) services are identified by HCPCS (Healthcare Common Procedure Coding System) procedure codes. Providers are required to indicate procedure codes that are allowable for the DOS (date of service) and that most accurately identify the service on PA (prior authorization) requests, claims, and adjustment requests.

Effective for DOS (dates of service) on and after June 1, 2010, claims for diabetic supplies should be submitted with an NDC (National Drug Code).

Topic #1737

Replacement Parts for Cochlear Implant and Bone-Anchored Hearing Devices

The following cochlear implant device and bone-anchored hearing device replacement parts are reimbursable under procedure codes L8615, L8616, L8617, L8618, and L7510.

Cochlear Implant Devices	
Replacement Parts	Life Expectancy
Battery charger kit	1 per 3 years
Cochlear auxiliary cable adapter	1 per 3 years
Cochlear belt clip	1 per 3 years
Cochlear harness extension adapter	1 per 3 years
Cochlear signal checker	1 per 3 years
Disposable batteries for ear-level processors	72 per 6 months
Headset (three-piece component)	1 per 3 years
Headset cochlear coil (individual component)	1 per year
Headset cochlear magnet (individual component)	1 per year
Headset microphone (individual component)	1 per year
Headset cable or cord	4 per 6 months
Microphone cover	1 per year
Pouch	1 per year
Rechargeable batteries (per set of two)	1 per year
Transmitter cable or cord	4 per 6 months

Bone-Anchored Hearing Devices

Replacement Parts	Life Expectancy
Headband	1 per year
Batteries	72 per 6 months
Processor	1 per 5 years

Topic #643

Unlisted Procedure Codes

According to the HCPCS (Healthcare Common Procedure Coding System) code book, if a service is provided that is not accurately described by other HCPCS CPT (Current Procedural Terminology) procedure codes, the service should be reported using an unlisted procedure code.

Before considering using an unlisted, or NOC (not otherwise classified), procedure code, a provider should determine if there is another more specific code that could be indicated to describe the procedure or service being performed/provided. If there is no more specific code 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. Submitting the proper documentation, which could include a PA request, may result in more timely claims processing.

Unlisted procedure codes should not be used to request adjusted reimbursement for a procedure for which there is a more specific code available.

Unlisted Codes That Do Not Require Prior Authorization or Additional Supporting Documentation

For a limited group of unlisted procedure codes, ForwardHealth has established specific policies for their use and associated reimbursement. These codes do not require PA or additional documentation to be submitted with the claim. Providers should refer to their service-specific area of the Online Handbook on the ForwardHealth Portal for details about these unlisted codes.

For most unlisted codes, ForwardHealth requires additional documentation.

Unlisted Codes That Require Prior Authorization

Certain unlisted procedure codes require PA. Providers should follow their service-specific PA instructions and documentation requirements for requesting PA. For a list of procedure codes for which ForwardHealth requires PA, refer to the service-specific interactive [maximum allowable fee schedules](#).

In addition to a properly completed PA request, documentation submitted on the service-specific PA attachment or as additional supporting documentation with the PA request should provide the following information:

- Specifically identify or describe the name of the procedure/service being performed or billed under the unlisted code.
- List/justify why other codes are not appropriate.
- Include only relevant documentation.
- Include all required clinical/supporting documentation.

For most situations, once the provider has an approved PA request for the unlisted procedure code, there is no need to submit additional documentation along with the claim.

Unlisted Codes That Do Not Require Prior Authorization

If an unlisted procedure code does not require PA, documentation submitted with the claim to justify use of the unlisted code and to describe the procedure/service rendered must be sufficient to allow ForwardHealth to determine the nature and scope of the procedure and to determine whether or not the procedure is covered and was medically necessary, as defined in Wisconsin Administrative Code.

The documentation submitted should provide the following information related to the unlisted code:

- Specifically identify or describe the name of the procedure/service being performed or billed under the unlisted code.
- List/justify why other codes are not appropriate.
- Include only relevant documentation.

How to Submit Claims and Related Documentation

Claims including an unlisted procedure code and supporting documentation may be submitted to ForwardHealth in the following ways:

- On paper with supporting information/description included in Element 19 of the 1500 Health Insurance Claim Form.
- On paper with supporting documentation submitted on paper. This option should be used if Element 19 does not allow enough space for the description or when billing multiple unlisted procedure codes. Providers should indicate "See Attachment" in Element 19 of the paper claim and send the supporting documentation along with the paper claim.
- Electronically, either using DDE (Direct Data Entry) through the ForwardHealth Portal, PES (Provider Electronic Solutions) transactions, or 837 Health Care Claim electronic transactions, with supporting documentation included electronically in the Notes field. The Notes field is limited to 80 characters.
- Electronically with an indication that supporting documentation will be submitted separately on paper. This option should be used if the Notes field does not allow enough space for the description or when billing multiple unlisted procedure codes. Providers should indicate "See Attachment" in the Notes field of the electronic transaction and submit the supporting documentation on paper.
- Upload claim attachments via the secure Provider area of the Portal.

Compression Garments

Topic #11697

Burn and Gradient Compression Garments

In this topic, the term "compression garments" is used to refer to both gradient compression garments and compression burn garments, unless otherwise stated.

Types of Compression Garments

For ForwardHealth reimbursement purposes, the following types of compression garments are defined below:

- Non-custom compression garments.
- Custom compression garments.
- Non-elastic binders.
- Compression burn garments.
- Over-the-counter garments.

Non-custom Gradient Compression Garments

Non-custom gradient compression garments (e.g., Jobst, SigVarus, Venes) are defined as any garment that meets the definition of a valid HCPCS (Healthcare Common Procedure Coding System) procedure code and has a gradient pressure of 18 mmHg or more. Circumferential and length measurements are required for fitting. A signed and dated physician's prescription is required prior to dispensing the garment; see the Prescription Requirements section below for more information.

Allowable HCPCS procedure codes for non-custom gradient compression garments include the following: A6530-A6541, A6545, S8421, S8424, S8427, and S8428. The provider is required to use the specific code that meets the definition of the HCPCS code. For example, if a below-knee 18-30 mmHg garment is being ordered, the correct code to use is A6530.

Reimbursement for non-custom gradient compression garments includes the following:

- Consideration for small to extra-large and short to tall sizes.
- The addition of liners, zippers, and reinforced areas when medically necessary.

Custom Gradient Compression Garments

Custom gradient compression garments are defined as garments that are uniquely sized and/or shaped and custom made to fit the exact dimensions of the affected extremity (when the body part or segment is an atypical shape) or are fabricated with a unique fabric or material, and provide accurate and consistent gradient compression to manage the member's symptoms. Providers are reminded to review the definition of non-custom gradient compression garments to determine which procedure code is allowable for reimbursement. The process of taking measurements does not in itself justify the use of a "custom" or "not otherwise specified" procedure code, as measurements are required to order any compression garment described with procedure codes A6501-A6549 and S8420-S8429. When a garment meets the description of a specific code, the provider is required to use the specific code.

Circumferential and length measurements are required for fitting. Garments with liners, zippers, or reinforced areas alone are not considered as meeting the definition of a custom gradient compression garment.

A signed and dated physician's prescription is required prior to dispensing the garment; see the Prescription Requirements section below for more information.

The following are examples of custom gradient compression garments:

- A garment requiring a unique fit due to the size and/or shape of the member's limb (when the body part or segment is an atypical shape).
- A garment requiring the application of unique fabric (e.g., Elvarex).

Allowable HCPCS procedure codes for custom gradient compression garments include the following: A6549, S8420, S8422, S8423, S8425, and S8426.

A "custom" or "not otherwise specified" compression garment procedure code cannot be billed for any of the following alone:

- Compression garments incorporating zippers, reinforced areas, or liners.
- The process of taking measurements.
- Compression garments to accommodate a large, small, tall, or short size.

Non-Elastic Binders

Non-elastic binders (e.g., CircAid, LegAssist, Reid Sleeve) are defined as garments that provide continuous compression using adjustable hook and loop or buckle straps. Circumferential and length measurements are required for fitting. A signed and dated physician's prescription is required prior to dispensing the garment; see the Prescription Requirements section below for more information.

HCPCS procedure code S8429 is allowed for non-elastic binder compression garments for upper and lower extremities.

Compression Burn Garments

Compression burn garments are custom compression garments that are uniquely sized and/or shaped and custom made to fit the exact dimensions of the affected extremity and provide accurate and consistent compression to manage the member's burn symptoms. Circumferential and length measurements are required for fitting. A signed and dated physician's prescription is required prior to dispensing the garment; see the Prescription Requirements section below for more information.

Providers submitting claims for compression burn garments should use the same claim instructions and follow the same [claim attachment requirements](#) as when submitting claims for not otherwise specified gradient compression garments (such as those for procedure code A6549).

Allowable HCPCS procedure codes for compression burn garments include A6501-A6513.

Over-the-Counter Garments

Over-the-counter garments are defined as any garments with a pressure less than 18 mmHg. ForwardHealth does not cover over-the-counter garments purchased with or without a prescription (e.g., elastic stockings, surgical leggings, anti-embolism stockings T.E.D. hose, support hose) or garments with 15-20 mmHg or 12-15 mmHg gradient compression. If certain conditions are met, a provider may [collect payment from a member](#) for these noncovered services.

Bandages and dressings are not covered as a separately reimbursable DME (durable medical equipment) service.

Medical Necessity Requirements

Medical necessity is defined in [DHS 101.03\(96m\)](#), Wis. Admin. Code. Individually fitted prescription gradient compression

garments (stockings, sleeves, gauntlets, gloves) and non-elastic binders are generally considered medically necessary and, unless the established life expectancy has been exceeded, do not require PA (prior authorization) for members who have any of the following medical conditions:

- Varicose veins of the lower extremities.
- Postmastectomy lymphedema syndrome.
- Other lymphedema.
- Postphlebotic syndrome.
- Venous (peripheral) insufficiency.
- Edema or excessive weight gain in pregnancy, without mention of hypertension.
- Ulcers of the lower limbs, except pressure ulcer.
- Ulcers of other parts of the lower limbs.
- Hereditary edema of the legs (Milroy's disease).
- Scrotal, pelvic, or vulval varices.

Individually fitted prescription burn compression garments are generally considered medically necessary and, unless the established life expectancy has been exceeded, do not require PA for members who have any of the following medical conditions:

- Burns of multiple specified sites.
- Burns of the face, head, and neck.
- Burns of the trunk.
- Burns of the upper limbs, except wrists and hands.
- Burns of the wrists and hands.
- Burns of the lower limbs.

If a member has a diagnosis not included in the lists above, providers may submit a PA request to ForwardHealth. Refer to [Prior Authorization for Burn and Gradient Compression Garments](#) for more information on PA requirements.

Additional Requirements for Non-Elastic Binders

In addition to the medical necessity requirements for gradient compression garments, non-elastic binders (e.g., LegAssist, CircAid) may be additionally medically necessary for members who meet the following criteria:

- The member's continuing requirement for bandaging 23 hours per day after completion of intensive lymphedema treatment, or
- The member's requirement for nighttime compression, and
- The documented inability of the member or an available caregiver to perform bandaging independently.

Contraindications

The use of compression garments for members with severe peripheral arterial disease or septic phlebitis is generally contraindicated. Gradient compression garments should be used with caution in the case of decreased or absent sensation in the extremity, allergy to the compression material, moderate peripheral arterial disease, or infection in the extremity. Reimbursement for compression garments for any of these medical conditions requires submission of a PA request if one of these contraindications is present.

Life Expectancy

ForwardHealth has established a life expectancy of three garments per rolling 12-month period for all covered compression garments except compression burn garments. Providers may issue new garments only when a new garment is medically necessary. It is medically necessary to replace a garment when the garment's integrity cannot be restored or repaired. PA is not required for these garments until greater than three garments per procedure code, per rolling 12-month period, is medically necessary.

Eight compression burn garments (per body segment) are allowed without PA per rolling 12-month period when medically necessary. Coverage for a series of compression burn garments will end two years from the first DOS (date of service). If a member requires two different compression burn garments per body segment, the provider should submit both compression burn garment procedure codes on one claim with the required supporting documentation. PA is not required for these garments until greater than eight garments per procedure code, per rolling 12 months, is medically necessary.

Compression Garments Certification or Licensure

Compression garments are reimbursable to allowable provider types when fit, ordered, and dispensed by one of the following:

- A certified fitter.
- A licensed physical therapist or occupational therapist.
- An ABC (American Board for Certification in Orthotics and Prosthetics)-certified orthotist or prosthetist (per [DHS 105.40 \[2\]](#), Wis. Admin. Code).

Prescription Requirements

A written prescription must be signed and dated by the physician and completed prior to the dispensing DOS. The physician prescription must include the following:

- The member's diagnosis.
- The specific type of garment prescribed, including the body part, type of material, and the measurement of prescribed compression (mmHg for gradient compression garments).
- The quantity needed.
- The date and signature of the prescribing physician.

A verbal order is not acceptable unless it is reduced to writing, includes the elements stated above, and is valid for the DOS. A prescription is considered valid for one year from the signed date unless otherwise specified in the prescription.

A claim submitted with a physician's prescription that does not include all of the required elements may be denied or, if payment has been made, it may be recouped. The following are examples in which a claim may be denied or a payment subsequently reduced or recouped:

- A physician prescription reads "Non-custom compression knee-hi's" but is submitted with a claim using procedure code A6549 (Gradient compression stocking/sleeve, not otherwise specified).
- A prescription for thigh-high garments, 30-40 mmHg, is signed and dated by the physician on June 1, 2010, but is used with a claim submitted for a DOS of May 15, 2010.
- A claim for custom Elvarex garments is accompanied by a prescription that does not specifically identify "Elvarex."

Providers are reminded that all claims submitted must be supported by records maintained by the provider in accordance with [DHS 106.02\(9\)\(e\)1](#), Wis. Admin. Code. In addition, the provider record must include confirmation of delivery of the service or item to the member. For DME, the DOS is the date the item is delivered to the member.

Place of Service Codes for Compression Garments

The following POS (place of service) codes are allowable for providers billing for compression garments.

POS Code	Description
01	Pharmacy
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
31	Skilled Nursing Facility
32	Nursing Facility
33	Custodial Care Facility
49	Independent Clinic
50	Federally Qualified Health Center
54	Facilities for Developmental Disabilities
72	Rural Health Clinic
99	Other Place of Service

Covered Services and Requirements

Topic #9237

Basic Plan Covered Services

DME (durable medical equipment) covered under the BadgerCare Plus Basic Plan is the same as the DME covered under the BadgerCare Plus Core Plan, including preferred blood glucose meters. Non-preferred diabetic supplies are not covered under the Basic Plan. Cochlear implants and bone-anchored hearing devices are not covered under the Basic Plan.

Service Limitations for the Basic Plan

The Basic Plan will reimburse up to \$500.00 for DME per member per enrollment year. The cost of DME repairs counts toward this service limitation. The cost of blood glucose meters do not count toward this service limitation.

DME that exceeds the \$500.00 service limitation is considered noncovered.

Topic #9317

Basic Plan Enrollment Year

The BadgerCare Plus Basic Plan enrollment year is the time period used to determine service limitations for members in the Basic Plan.

The Basic Plan enrollment year is defined as the continuous 12-month period beginning on the first day of enrollment (the first day of the month) in the Basic Plan and ending on the last day of the 12th full calendar month.

When a member exceeds his or her service limitations, the service is considered noncovered and the member is responsible for payment of the service.

Topic #4325

Benchmark Plan Covered Durable Medical Equipment

DME (durable medical equipment) covered under the BadgerCare Plus Benchmark Plan is the same as that covered under the BadgerCare Plus Standard Plan except for the following:

- Bone-anchored hearing aids (surgeries and materials).
- Cochlear implants (surgeries and materials).
- Hearing aids and hearing aid batteries.

Bone-anchored hearing aids, surgeries, accessories, and repairs, cochlear implants, implant surgeries, accessories, and repairs, and hearing aids, hearing aid batteries, accessories, and repairs are covered under the Benchmark Plan for members 17 years of age and younger.

Hearing aid repairs provided to Benchmark Plan members 17 years of age and younger are subject to this reimbursement limitation.

Bone-anchored hearing aids, cochlear implants, and hearing aids, hearing aid batteries, and accessories are not subject to this service limit when provided to Benchmark Plan members 17 years of age and younger.

Service Limitations

The Benchmark Plan will reimburse up to \$2,500.00 for DME per member per enrollment year. The rental of negative pressure wound therapy pumps counts toward the \$2,500.00 limit. Once the DME limit is reached, the [Benchmark member may be billed](#) for the service.

Topic #5497

Benchmark Plan Enrollment Year

Under the BadgerCare Plus Benchmark Plan, an enrollment year is defined as the continuous 12-month period beginning the first day of the calendar month in which a member is enrolled in the Benchmark Plan and ending on the last day of the 12th calendar month.

For example, a member completes her BadgerCare Plus application materials by September 25, 2008. During the month of October, the DHS (Department of Health Services) reviews the application materials and determines that the member is eligible for the Benchmark Plan effective September 1, 2008, the first day of the calendar month that the application materials were completed; however, the enrollment year for this member will not begin until October 1, 2008, the first day of the calendar month in which the DHS actively enrolled the member in the Benchmark Plan. The Benchmark Plan enrollment year for this member is defined as October 1, 2008, through September 30, 2009. Services received after eligibility is established and before the enrollment year begins are covered under the Benchmark Plan but do not count toward the service limitations.

Subsequent enrollment years begin on the first day of the calendar month immediately following the end of the previous enrollment year, if there is no coverage gap. If there is a coverage gap for more than one day, the enrollment year will reset to begin on the first day of the month in which the DHS re-enrolls the member into the Benchmark Plan.

If a member switches from the Benchmark Plan to the BadgerCare Plus Standard Plan, the Benchmark Plan enrollment year does not reset. For example, a member's enrollment year under the Benchmark Plan begins March 1, 2008. During the third month, the member's income status changes and she is now eligible for the Standard Plan effective June 1, 2008. During August, the DHS determines that the member is no longer eligible for the Standard Plan and effective September 1, 2008, the member returns to the Benchmark Plan. Since there is not a gap in coverage, the initial Benchmark Plan enrollment year is still active. The member must adhere to limits for services received while covered under the Benchmark Plan during the enrollment year period March 1, 2008, through February 28, 2009.

The Benchmark Plan enrollment year is the time period used to determine service limitations for members in the Benchmark Plan. Services received while covered under the Standard Plan do not count toward the enrollment year service limitations in the Benchmark Plan and vice versa. If a member switches between the two plans during one enrollment year, service limitations will accumulate separately under each plan.

Topic #5397

Core Plan Covered Durable Medical Equipment

DME (durable medical equipment) covered under the BadgerCare Plus Core Plan for Childless Adults is the same as the DME covered under the BadgerCare Plus Benchmark Plan. Cochlear implants and bone-anchored hearing devices are not covered under the Core Plan.

Service Limitations for the Core Plan

The Core Plan will reimburse up to \$2,500.00 for DME per member per enrollment year. The cost of DME repairs counts toward this service limitation. DME that exceeds \$2,500.00 is considered noncovered and any costs after the \$2,500.00 threshold are the responsibility of the member.

Topic #5317

Core Plan Enrollment Year

The BadgerCare Plus Core Plan enrollment year is the time period used to determine service limitations for members in the Core Plan. Services received while covered under the BadgerCare Plus Standard Plan or the BadgerCare Plus Benchmark Plan do not count toward the enrollment year service limitations in the Core Plan and vice versa.

The Core Plan enrollment year is defined as the continuous 12-month period beginning on the first day of enrollment (either the first or the 15th day of the month) in the Core Plan and ending on the last day of the 12th full calendar month.

The Core Plan enrollment year will reset if there is a gap in coverage for more than a full calendar month. For example, a member's situation changes for a few months and the member is temporarily ineligible for the Core Plan. More than one month later, the member becomes eligible again and re-applies for the Core Plan. When the member's application is approved and Core Plan coverage begins, the Core Plan enrollment year resets. Core Plan service limitations for this member also reset.

When a member exceeds his or her service limitations, the service is considered noncovered and the member is responsible for payment of the service.

Enrollment Year for Members Switching Between the Core Plan and the Benchmark Plan

Special conditions apply to the enrollment year for members who switch between the Core Plan and the Benchmark Plan.

If a member is in the Core Plan and subsequently becomes eligible for and enrolls in the Benchmark Plan, his or her enrollment year in the Core Plan automatically ends. A new enrollment year under the Core Plan will begin if the member re-enrolls in the Core Plan at a later date.

If a member is in the Benchmark Plan, becomes temporarily eligible for and enrolls in the Core Plan, then switches back into the Benchmark Plan, the enrollment year for the Benchmark Plan will reset if there has been a gap in coverage for more than one full calendar month. If there has not been a gap in coverage for more than one full calendar month, and if the date of re-enrollment in the Benchmark Plan is within the initially established enrollment year dates, the Benchmark Plan enrollment year will not reset.

For example, a member is enrolled in the Benchmark Plan as of July 1, 2009. That member's Benchmark Plan enrollment year is defined as July 1, 2009, through June 30, 2010. The member loses her eligibility for the Benchmark Plan as of September 30, 2009. The member applies for the Core Plan and her enrollment begins on October 15, 2009. (The gap in coverage for this member is less than one full calendar month.) The member becomes ineligible for the Core Plan and the member's enrollment ends on March 31, 2010. The member re-enrolls in the Benchmark Plan, effective April 1, 2010. (The date of re-enrollment in the Benchmark Plan is within the dates of the previous Benchmark Plan enrollment year.) The member's enrollment year under the Benchmark Plan does not reset and is still defined as July 1, 2009 through June 30, 2010.

Topic #1738

Definition

DME (durable medical equipment) are medically necessary devices that can withstand repeated use. All DME primarily serve a medical purpose and are not useful to a person without an illness or injury. The item must be necessary and reasonable for treating an illness, injury, or for improving the function of a malformed body member. All items must be suitable for use in the member's place of residence.

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 #85

Emergencies

Certain program requirements and reimbursement procedures are modified in emergency situations. Emergency services are defined in [DHS 101.03\(52\)](#), Wis. Admin. Code, as "those services that are necessary to prevent the death or serious impairment of the health of the individual." Emergency services are not reimbursed unless they are covered services.

Additional definitions and procedures for emergencies exist in other situations, such as dental and mental health.

Program requirements and reimbursement procedures may be modified in the following ways:

- PA (prior authorization) or other program requirements may be waived in emergency situations.
- [Noncertified providers](#) may be reimbursed for emergency services.
- [Non-U.S. citizens](#) may be eligible for covered services in emergency situations.

Topic #1739

Life Expectancy

The CMS (Centers for Medicare and Medicaid Services) has established that the reasonable useful lifetime of most DME (durable medical equipment) is five years. The DME [maximum allowable fee index](#) indicates the life expectancy for each DME item. Life expectancy is measured based on when the item is delivered to the member, not the age of the item itself.

Topic #84

Medical Necessity

Wisconsin Medicaid reimburses only for services that are medically necessary as defined under [DHS 101.03\(96m\)](#), Wis. Admin. Code. 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-certified 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 certification.

Topic #1766

Prescriptions

All DME (durable medical equipment), including repairs, must be prescribed by a physician, podiatrist, nurse practitioner, or chiropractor. Podiatrists, nurse practitioners, and chiropractors may prescribe DME only within their scope of practice. The prescribed item must be necessary and reasonable for treating an illness, injury, or for improving the function of a malformed body member. All items must be suitable for use in the member's place of residence.

Prescription Requirements for Diabetic Supplies

Except as otherwise indicated in federal or state law, a prescriber is required to write a prescription or a pharmacist is required to accept a prescription verbally or electronically from the prescriber. The prescription must include the following:

- The name, strength, and quantity of the drug or item prescribed.
- The date of issue of the prescription.
- The prescriber's name and address.
- The member's name and address.
- The prescriber's signature (if the prescriber writes the prescription).
- The directions for use of the prescribed drug or item.

If the pharmacist takes the prescription verbally from the prescriber, the pharmacist is required to generate a hard copy. BadgerCare Plus and SeniorCare prescription orders, including prescriber-limited refill prescriptions, are valid for no more than one year from the date of the prescription. Controlled substance and prescriber-limited prescriptions are valid for periods of less than one year.

According to [DHS 105.02\(4\)](#) and [105.02\(7\)](#), Wis. Admin. Code, and [s. 450.11\(2\)](#), Wis. Stats., pharmacy providers are required to retain hard copies of prescriptions for five years from the DOS (date of service). Prescriptions transmitted electronically may be filed and preserved in electronic format, per [s. 961.38\(2\)](#), Wis. Stats. If a pharmacist takes a prescription verbally from the prescriber, the pharmacist is required to generate a hard copy.

Topic #66

Program Requirements

For a covered service to meet program requirements, the service must be provided by a qualified Medicaid-certified 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 #1740

Rental Guidelines for Durable Medical Equipment Other Than Respiratory Equipment

The following guidelines apply to all DME (durable medical equipment) except for certain, specified items of respiratory equipment and home health equipment.

Initial Rental Period

The daily rental max fee rate is payable monthly to providers until the purchase price max fee listed in the DME [maximum allowable fee index](#) is reached. Use HCPCS (Healthcare Common Procedure Coding System) modifier "RR" (Rental) with the equipment procedure code on the claim form.

Extended Rental Period

Once the purchase price max fee has been reached for the DME, providers may be reimbursed for repair or nonroutine services only. Providers may begin receiving reimbursement for repair or nonroutine services no earlier than six months (181 days) after the end of the initial rental period or after the remaining portion up to the purchase price max fee is paid to the provider. After the purchase price max fee of the equipment has been reached, ownership of the equipment remains with the provider. The provider is responsible for long-term support over the life of the DME.

For each piece of equipment for which repair or nonroutine service is performed, indicate one of the following HCPCS procedure codes on the PA (prior authorization) request or claim form:

- K0739 (Repair or nonroutine service for durable medical equipment other than oxygen equipment requiring the skill of a technician, labor component, per 15 minutes).
- E1399 (Durable medical equipment, miscellaneous).

Providers should use the procedure code that best describes the exact replacement part or service before submitting PA requests and claims with procedure code E1399.

Prior Authorization

A PA request must be submitted for repair or nonroutine service when:

- The amount claimed under procedure code K0739 exceeds \$84.00.
- Procedure code E1399 is used for any dollar amount.

PA requests and claims for repair or nonroutine service of equipment may be submitted only if the member continues to use the equipment after the end of the initial rental period and actual repairs and services are performed. Providers must include an itemized list of needed parts, approximate cost of each part, and documentation of what is being done to repair the item. A copy of the work order may be attached to the PA request if it provides this information. The max fee amount will be limited to a total of 30 days rental max fee if specific repairs and parts are not itemized on the PA request.

Medically Necessary Supplies

Some medically necessary supplies associated with the use of DME may be billed separately as disposable medical supplies.

Topic #7897

Resetting Service Limitations

Service limitations used by a member enrolled in the BadgerCare Plus Benchmark Plan and the BadgerCare Plus Core Plan within their continuous 12-month enrollment year will reset in the following situations:

- A fee-for-service member is enrolled in an HMO (health maintenance organization).
- A member switches from one HMO to another HMO (only allowable within the first 90 days of Core Plan enrollment).
- A member is disenrolled from an HMO and moves to fee-for-service.

Note: When a member goes from fee-for-service into an HMO and subsequently moves back to fee-for-service, service limitations will not be reset for the services that were received under the initial fee-for-service enrollment period.

PA (prior authorization) requests for services beyond the covered service limitations will be denied.

Resetting service limitations does not change a member's [Benchmark Plan](#) enrollment year or a member's [Core Plan](#) enrollment year.

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 certification 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.

Diabetic Supplies

Topic #1749

Diabetic Equipment

Blood glucose monitoring equipment and supplies are covered when the medically necessary requirements according to [DHS 101.03\(96m\)](#), Wis. Admin. Code, are met:

- The member is under the care of a physician or nurse practitioner.
- The frequency of testing is determined by the physician or nurse practitioner treating the member's diabetes.
- The appropriate documentation is maintained in the member's medical record, and is available to the DHS (Department of Health Services) on request, per [DHS 106.02\(9\)](#), Wis. Admin. Code.

A home blood glucose monitor (a device for monitoring blood sugar values) is covered when *all* the following conditions are met:

- The member is being treated by a physician or nurse practitioner for diabetes.
- The member's condition is noted in the physician's orders which are maintained on file.
- The member's diabetic equipment and supplies have been ordered by the treating physician or nurse practitioner.
- The member, or the member's caregiver, has completed or is scheduled to begin training on how to use the equipment.
- The member, or the member's caregiver, is capable of using the test results to verify the member's glycemic control.

Prescriber's Orders

The physician or nurse practitioner treating the member's diabetes must include the following information on an order:

- The items, supplies, and accessories needed.
- The quantities to be dispensed.
- The frequency of use.

In addition, the provider is responsible for documenting the diagnosis (ICD-9-CM code or narrative) of diabetes. The provider is also responsible for documenting the source of this information, e.g. the prescriber or the patient.

Other requirements and limitations for the prescriber's orders for diabetic equipment and supplies include:

- The order is valid for up to 12 months must be renewed with new written orders by the treating physician or nurse practitioner.
- For continued coverage of test strips and lancets, the treating physician or nurse practitioner, the member, or the member's caregiver must initiate the renewal order. A supplier may not initiate the renewal order for these items.
- The renewal order must contain the same information as described above for prescriber's orders.
- An initial or renewal order for supplies and equipment "as needed" is not valid.

Modifiers for Diabetic Equipment

When submitting claims to ForwardHealth follow these procedures:

- Enter one of the following modifiers in Element 24D of the 1500 Health Insurance Claim Form for *each* procedure code billed:
 - "KS": Non-insulin treated diabetes member. (Type II diabetes)

- "KX": Insulin-treated diabetes member. (Type I diabetes)
- Include the ICD-9-CM diagnosis code describing the condition that necessitates glucose testing in Element 24E of the 1500 Health Insurance Claim Form for *each* procedure code indicated.

Topic #9018

Diagnosis Restrictions

The following diabetic supplies are diagnosis-restricted:

- Blood glucose calibrator solutions and chips.
- Blood glucose meters.
- Blood glucose test strips.
- Insulin syringes.
- Lancets.
- Lancet devices.

An [allowable diagnosis code](#) for diabetic supplies must be indicated on claims and PA (prior authorization) requests.

Topic #8937

Preferred Products

Certain diabetic supplies have preferred products and non-preferred products. Non-preferred products require PA (prior authorization) for members enrolled in Medicaid and the BadgerCare Plus Standard Plan. The following preferred and non-preferred diabetic supplies also have [quantity limits](#) and [diagnosis restrictions](#):

- Blood glucose meters.
- Blood glucose test strips.

Non-preferred products are not covered for members enrolled in the BadgerCare Plus Benchmark Plan, the BadgerCare Plus Core Plan, and the BadgerCare Plus Basic Plan.

Not all blood glucose meters and blood glucose test strips provided by a preferred manufacturer are preferred products. For a complete list of preferred and non-preferred diabetic supplies, providers may refer to the [Diabetic Supply List Quick Reference](#).

If a member is currently using non-preferred diabetic supplies, providers should switch members to a preferred product if medically appropriate. If it is medically necessary for the member to remain on a non-preferred diabetic supply, providers must submit a [PA request](#).

The following diabetic supplies are reimbursable by NDC (National Drug Code):

- Blood glucose calibrator solutions and chips.
- Blood glucose meters.
- Blood glucose test strips.
- Insulin syringes.
- Lancets.
- Lancet devices.
- Pen needles.

Topic #9037

Quantity Limits

Certain diabetic supplies have [quantity limits](#).

Providers may dispense up to the allowed quantity to members, but may not exceed the quantity limit without requesting a quantity limit override. To request an override of quantity limits for diabetic supplies, providers may contact the [DAPO \(Drug Authorization and Policy Override\) Center](#).

For type I diabetics, the following are examples of when providers may request a quantity limit policy override for diabetic supplies:

- If the member is an uncontrolled type 1 diabetic with episodes of hypoglycemia and is being treated by an endocrinologist or has been referred to the primary care provider by an endocrinologist.
- If the member is using an insulin pump.
- If the member is using a continuous glucose monitoring system.

For type II diabetics, providers may request a quantity limit policy override for diabetic supplies, for example, when the member is using sliding scale insulin and the override is medically warranted. Requests for quantity limit policy overrides for type II diabetics will not be granted unless there is sufficient medical evidence to warrant the override.

Providers may request a quantity limit policy override for members, regardless of their benefit plan. If a quantity limit exception is not approved, the service is considered noncovered, and there are no appeal rights due to service limitation policy.

HealthCheck "Other Services"

Topic #22

Definition of HealthCheck "Other Services"

HealthCheck is a federally mandated program known nationally as EPSDT (Early and Periodic Screening, Diagnosis, and Treatment). HealthCheck services consist of a comprehensive health screening of members under 21 years of age. On occasion, a HealthCheck screening may identify the need for health care services that are not otherwise covered or that exceed coverage limitations. These services are called HealthCheck "Other Services." Federal law requires that these services be reimbursed through HealthCheck "Other Services" if they are medically necessary and prior authorized. The purpose of HealthCheck "Other Services" is to assure that medically necessary medical services are available to BadgerCare Plus Standard Plan, BadgerCare Plus Benchmark Plan, and Medicaid members under 21 years of age.

Topic #1

Prior Authorization

To receive PA (prior authorization) for HealthCheck "Other Services," providers are required to [submit a PA request via the ForwardHealth Portal](#) or to submit the following via [fax](#) or [mail](#):

- A completed [PA/RF \(Prior Authorization Request Form, F-11018 \(10/08\)\)](#) (or [PA/DRF \(Prior Authorization/Dental Request Form, F-11035 \(10/08\)\)](#), or [PA/HIAS1 \(Prior Authorization Request for Hearing Instrument and Audiological Services 1, F-11020 \(10/08\)\)](#)).
 - The provider should mark the checkbox titled "HealthCheck Other Services" at the top of the form.
 - The provider may omit the procedure code if he or she is uncertain what it is. The ForwardHealth consultant will assign one for approved services.
- The appropriate service-specific PA attachment.
- Verification that a comprehensive HealthCheck screening has been provided within 365 days prior to ForwardHealth's receipt of the PA request. The date and provider of the screening must be indicated.
- Necessary supporting documentation.

Providers may call [Provider Services](#) for more information about HealthCheck "Other Services" and to determine the appropriate PA attachment.

Topic #41

Requirements

For a service to be reimbursed through HealthCheck "Other Services," the following requirements must be met:

- The condition being treated is identified in a HealthCheck screening that occurred within 365 days of the PA (prior authorization) request for the service.
- The service is provided to a member who is under 21 years of age.
- The service may be covered under federal Medicaid law.
- The service is medically necessary and reasonable.
- The service is prior authorized before it is provided.

- Services currently covered are not considered acceptable to treat the identified condition.

ForwardHealth has the authority to do all of the following:

- Review the medical necessity of all requests.
- Establish criteria for the provision of such services.
- Determine the amount, duration, and scope of services as long as limitations are reasonable and maintain the preventive intent of the HealthCheck program.

Home Health Equipment

Topic #1745

Adaptive Equipment

Covered adaptive equipment is limited to basic items for independence in self-care tasks. Selected adaptive equipment are covered when the equipment is the following:

- Medically necessary.
- Prescribed by a physician.
- Required for a member's independence in self-care tasks.

As stated in [DHS 107.24\(2\)\(c\)](#), Wis. Admin. Code, adaptive equipment is the category of DME (durable medical equipment) used in the home to assist a person with a disability to achieve independence in performing daily self-care tasks.

ForwardHealth has assigned modifiers "U1"-"U9" and "UA"-"UD" to HCPCS (Healthcare Common Procedure Coding System) procedure code A9900 (Miscellaneous DME supply, accessory, and/or service component of another HCPCS code). The "U" modifiers used with procedure code A9900 identify specific pieces of adaptive equipment.

Noncovered Adaptive Equipment

The following adaptive equipment items are not covered:

- Items determined not to be medically necessary, for example:
 - Duplicative adaptive equipment (more than one item per member or items that serve the same purpose).
 - Items or equipment that may be helpful but do not significantly change the member's level of functional independence.
- Adaptive equipment for homemaking, recreation, or other activities, such as adaptive cutting boards, key holders, page turners, book holders, and doorknob extensions.
- Items that are commercially available, such as pencil grips, elastic shoe laces, jar openers, and flexible mounting hardware to hold appliances, telephones, beverages, etc.

Topic #1746

An Overview

Home health equipment is DME (durable medical equipment) used in a member's home to increase the independence of a disabled person or modify certain disabling conditions. Examples of home health equipment are hospital beds, adaptive hygiene equipment, food pumps, glucose monitors, adaptive positioning equipment, and adaptive eating utensils.

Topic #1747

Augmentative Communication Devices

Rentals

When submitting claims to ForwardHealth for the rental of any augmentative communication device, a quantity of "1.0" equals one

day.

Providers may submit claims for the rental of augmentative communication devices by indicating a range of dates. The DOS (date of service) within the range must be consecutive and within the same calendar month. In addition, the procedure code, modifier, POS (place of service) code, diagnosis code, rendering provider, and charge must be the same for all DOS. To indicate a range of dates, the provider should enter the first DOS in the "From" field. The last DOS within the range should be indicated in the "To" field by listing only the date of the month. For example, "01/01/09" in the "From" field and "30" in the "To" field would indicate a range from January 1, 2009, to January 30, 2009. In this case, the quantity would equal "30.0."

Providers are required to indicate modifier "RR" (Rental) when submitting claims for the rental of augmentative communication devices.

Providers are reminded to indicate their usual and customary charge when submitting claims to ForwardHealth. Wisconsin Medicaid reimburses the lesser of the provider's usual and customary charge or the maximum allowable fee established by ForwardHealth.

Member Booklet

A booklet titled "[A Guide to Obtaining Augmentative Communication Devices and Accessories Through Wisconsin Medicaid \(P-11065\)](#)" is available to providers, members, and their families. This booklet covers a wide variety of topics, including a list of devices that are covered and a description of the PA (prior authorization) process.

Additional copies of the booklet may be ordered by writing to the following address:

Forms Manager
Division of Health Care Access and Accountability
Bureau of Fee-for-Service Health Care Benefits
PO Box 309
Madison WI 53701-0309

Providers should indicate the booklet number (P-11065) and the quantity needed when requesting the guide.

Repairs

Procedure code V5336 is used for repairs or modifications due to a mechanical failure or to enhance the physical operating condition of the augmentative communication device. This procedure code does not cover the creation of communication pages or any other services involved in programming the device by an SLP (speech and language pathology) provider.

Topic #1748

Breast Pumps

According to the criteria listed below, breast pumps are covered. *All* of the following criteria must be met:

- The member recently delivered a baby and a physician has ordered or recommended mother's breastmilk for the infant.
- Documentation indicates there is the potential for adequate milk production.
- Documentation indicates there is a long-term need for and planned use of the breast pump to obtain a milk supply for the infant.
- The member is capable of being trained to use the breast pump as indicated by the physician or provider.
- Current or expected physical separation of mother and infant (e.g., illness, hospitalization, work) would make breastfeeding difficult or there is difficulty with "latch on" due to physical, emotional, or developmental problems of the mother or infant.

The provider who supplies the breast pump equipment is required to obtain and maintain on file the physician's orders documenting the clinical requirements of the individual's need for a breast pump.

The maximum allowable fees include starter/accessory kits for all breast pumps. This includes single or double pumping kits. These kits are dispensed at the time the member is given the initial breast pump and cannot be reused by another individual.

For Purchase

Manual breast pumps of any type, including pedal powered, are covered under procedure code E0602.

All types of electric breast pumps, AC or DC, are covered under procedure code E0603, that meet the following specifications:

- The pump must utilize suction and rhythm equivalent to the hospital-grade breast pump. This means it must have an adjustable suction pressure between 100 mm Hg and 250 mm Hg and a mechanism to prevent suction beyond 250 mm Hg.
- The pump must have an adjustable pumping speed capable of reaching 60 cycles per minute.

Breast pumps that do not meet these specifications are not covered.

For Rental

Heavy duty, hospital grade electric breast pumps are covered under procedure code E0604.

For the rental of a breast pump, a higher per day reimbursement rate is allowed during the initial 30-day rental period for the costs associated with providing a new starter/accessory kit.

To obtain reimbursement for the new starter/accessory kit, providers are reminded to use modifier "KH" with procedure code E0604 for the initial 30-day rental period. Providers using the "KH" modifier will receive a total reimbursement rate of \$3.06 per day during the initial 30-day rental period to cover costs for the initial starter/accessory kit as well as the breast pump rental.

Modifier "KH" may only be used with procedure code E0604 for the initial 30-day rental period. Claims with the "KH" modifier beyond the initial 30-day rental period for procedure code E0604 are denied.

Breast Pump Order Form

Providers are recommended to use the [Breast Pump Order \(F-1153 \(02/09\)\)](#) form; however, the use of this form is voluntary and providers may develop their own form as long as it includes all the information on the form.

The Breast Pump Order form is to be completed by the physician, given to the provider of the breast pump, and kept in the member's medical file as required under [DHS 106.02\(9\)](#), Wis. Admin. Code.

Topic #1750

Long-Term Rentals for Certain Infusion Pumps

The following table outlines specific repair and service guidelines for procedure codes B9002, B9004, B9006, E0781, and E0791:

Procedure code	Description	Initial rental period modifier*	Extended rental period
B9002	Enteral nutrition infusion pump with alarm	RR	During the extended rental period for equipment listed in this table, providers will be reimbursed only for repair and nonroutine service using the appropriate procedure codes.
B9004	Parenteral nutrition infusion pump, portable	RR	
B9006	Parenteral nutrition infusion pump, stationary	RR	
E0781	Ambulatory infusion pump, single or multiple channels, electric or battery operated, with administrative equipment, worn by patient	RR	
E0791	Parenteral infusion pump, stationary, single or multichannel	RR	

* RR = Rental.

Initial Rental Period

The daily rental max fee rate is payable monthly to providers until the purchase price max fee of the DME (durable medical equipment) is reached. Use HCPCS (Healthcare Common Procedure Coding System) modifier "RR" (Rental) with the equipment procedure code on the claim form.

Used Equipment

If used equipment is dispensed at the beginning of the initial rental period, the provider must comply with one of the following:

- Supply the member with working equipment in good condition for five years (the life expectancy of the same type of new equipment).
- Substitute new equipment by the end of the initial rental period.

A new initial rental period may only be started with new equipment if the DME reaches its life expectancy, the member still needs the equipment, and one of the following is true:

- The DME no longer functions properly.
- The DME can no longer be repaired.

A PA request must be filed for each new initial rental period and must include all of the following:

- The original delivery date.
- The age of the equipment.
- An explanation of why the equipment is no longer functional.

Extended Rental Period

When cumulative rental payments total the purchase price max fee of the item, the extended rental period begins. Providers must continue to provide the DME to the member until one of the following happens:

- The life expectancy of the equipment is reached and a different piece of equipment is dispensed.
- The member no longer needs the equipment.

A new PA request for replacement equipment will be considered if the DME has reached its life expectancy.

During the extended rental period, providers may be reimbursed for repair or nonroutine services only. Providers may begin receiving reimbursement for repair or nonroutine services no earlier than six months (181 days) after the end of the initial rental period or after the remaining portion up to the purchase price max fee is paid to the provider. After the purchase price max fee of the equipment has been reached, ownership of the equipment remains with the provider. The provider is responsible for long-term support over the life of the DME.

Topic #11137

Negative Pressure Wound Therapy Pumps

The rental of negative pressure wound therapy pumps and supplies is covered for services provided in the home when used for the treatment of ulcers and wounds that have not responded to traditional wound treatment methods.

Negative pressure wound therapy pumps are described in HCPCS (Healthcare Common Procedure Coding System) procedure code E2402 (Negative pressure wound therapy electrical pump, stationary or portable). The canister, dressing, and related supplies are included in the reimbursement the negative pressure wound therapy pump.

A negative pressure wound therapy pump is the controlled application of subatmospheric pressure to a wound using an electrical pump to intermittently or continuously convey atmospheric pressure through connecting tubing of a specialized wound dressing that is meant to contain the subatmospheric pressure at the wound site and thereby promote healing. The subatmospheric pressure conveyed to the wound is in a range of 100 to greater than or equal to 200 mm/hg. The pump sounds an alarm when desired pressures are not being achieved (e.g., when there is a leak in the dressing seal) and when the canister to collect drainage from the wound is full.

Before supplying negative pressure wound therapy pumps, providers are required to document in the member's medical record that the following treatments have been tried and have failed to achieve wound healing in the previous 30 days:

- For all ulcers and wounds:
 - Application of dressings to maintain a moist wound environment.
 - Debridement of necrotic tissue and treatment of osteomyelitis or wound infection, if present.
- For stage III or IV pressure ulcers:
 - The member has been appropriately turned and positioned, has used a group 2 or 3 support surface for pressure ulcers on the posterior trunk or pelvis, (a group 2 or 3 support surface is not required if the ulcer is not on the trunk or pelvis) and the member's moisture and incontinence have been appropriately managed.
- For neuropathic ulcers:
 - The member has been on a comprehensive diabetic management program and reduction in pressure on a foot or leg ulcer has been accomplished with appropriate modalities.
- For venous insufficiency ulcers:
 - Leg elevation and ambulation have been encouraged.
- For surgical wounds:
 - The member has complications of a surgically created wound or a traumatic wound where there is documentation of the medical necessity for accelerated formation of granulation tissue which cannot be achieved by other available topical wound

treatments.

If traditional wound treatment methods have not resulted in improvement, a negative pressure wound therapy pump may be ordered.

More than one negative pressure wound therapy pump billed per member, per day for the same time period is not covered. The negative pressure wound therapy pump must accommodate more than one wound dressing set for multiple wounds on a member.

Detailed documentation showing medical necessity of the negative pressure wound therapy pump is required to be kept by the supplying provider. A written physician's order for the use of negative pressure wound therapy pumps and supplies must be signed and dated by the treating physician and obtained by the provider before supplying the pump. The order is required to be kept on file by the provider.

If detailed documentation in the member's medical record is incomplete or does not show the medical necessity of the negative pressure wound therapy pump and supplies, payments may be subject to recoupment.

Documentation showing medical necessity is required to be recorded and maintained in a member's medical record include the following:

- Signed and dated physician order obtained prior to the application of the negative pressure wound therapy pump.
- Wound origin and history, including date wound first occurred.
- Evaluation and treatment plan.
- Weekly wound measurements (including length, width, and depth) and description (including type and amount of drainage) by a licensed health care professional.
- Evaluation and provision for adequate nutritional status, including required lab work for recent albumin and total protein levels. If lab work is not within normal range (albumin 3.4-5.4 g/dl and total protein 5.6-8.4 g/dl) dietary assessment and additional intervention measures to improve levels must be documented.
- Type of diet, appetite, height, weight, and notation of recent weight loss, if applicable.
- Dates and number of hours per day that negative pressure wound therapy pump is in use. The device should only be used by qualified, trained, and authorized personnel.

Use of the negative pressure wound therapy pump is no longer covered when the treating physician determines wound healing has occurred to the degree that the negative pressure wound therapy pump is no longer needed or when any measureable degree of wound healing has failed to occur over the course of a month.

Definition of Lack of Improvement of a Wound

Lack of improvement of a wound is defined as a lack of improvement in the quantitative measurements of wound characteristics including wound length and width (surface area) or depth measured serially and documented over a specific interval of time. Wound healing is defined as improvement (smaller size) in either surface area or depth of the wound.

Inappropriate and Noncovered Use

The use of negative pressure wound therapy pumps is not appropriate and therefore not covered in the following situations:

- Presence of necrotic tissue with eschar, if debridement is not attempted.
- The presence of a fistula to an organ or body cavity within the vicinity of the wound.
- When cancer is present near or in the wound.
- If untreated infection or osteomyelitis is noted in the wound.

Topic #1751

Passive Motion Exercise Device

Rental of passive motion devices is covered with PA (prior authorization) for members who receive a total knee replacement. The member must begin using the device within two days after surgery for coverage. ForwardHealth has determined that more than 21 days of rental of a passive motion exercise device per knee surgery is not medically necessary.

Rental of the device for use only in the member's home is covered.

Topic #12738

Wearable Cardioverter Defibrillator

Rental of a WCD (wearable cardioverter defibrillator) is a covered service with [PA](#) (prior authorization). The WCD is indicated for adult members at high risk for sudden cardiac death and is used on an outpatient basis. This equipment is intended for short-term use under medical supervision. The WCD is designed to perform the same functions as an automatic ICD (implantable cardioverter defibrillator), but is worn outside the body and is therefore noninvasive.

Reimbursement Policy and Claims

Delivery, setup and training are included in the charges for rental equipment. Separate payment for cables, alarms, electrodes, belts, holsters, lead wires, battery packs, battery charger, monitor, the garment and other supplies will not be made as these items are included in the charges for rental equipment as well.

Equipment rental is covered only as long as medical necessity exists. Once an ICD is implanted or a heart transplant takes place, the WCD is no longer needed. Providers may not bill for dates of service when medical necessity no longer exists.

Implants

Topic #1753

Cochlear Implants and Bone-Anchored Hearing Devices

Separate Reimbursement

DME (durable medical equipment) providers are separately reimbursed for cochlear implants and bone-anchored hearing devices when the implant surgery is performed in an ASC (Ambulatory Surgery Center) or outpatient hospital and there is an approved or modified PA (prior authorization) request on file from the rendering surgeon. The POS (place of service) codes for these facilities are as follows:

- "11" (Office).
- "22" (Outpatient Hospital).
- "24" (Ambulatory Surgical Center).

Cochlear Implants

Cochlear equipment manufacturers, outpatient hospitals, and ASCs certified as DME providers should use HCPCS (Healthcare Common Procedure Coding System) procedure codes L8614 (Cochlear device, includes all internal and external components) or L8619 (Cochlear implant, external speech processor and controller, integrated system, replacement) when submitting PA requests for cochlear implants.

PA is required if the internal components of the cochlear device need to be replaced within their 10-year life expectancy. The life expectancy for the external speech processor is three years. If the external speech processor needs to be replaced within three years of the implant surgery or a previous replacement, PA is required.

For members who received the implant surgery and device prior to their enrollment in BadgerCare Plus or Medicaid, PA is not required for the first replacement of the external speech processor because ForwardHealth has no record of medical services members receive prior to their enrollment and therefore cannot know whether the replacement of the external speech processor is occurring within three years of the purchase of the previous device.

Bone-Anchored Hearing Devices

Bone-anchored hearing device manufacturers, outpatient hospitals, and ASCs certified as DME providers should use procedure code L8690 (Auditory osseointegrated device, includes all internal and external components) when requesting PA and claims submissions for bone-anchored hearing devices.

If a member uses a processor and headband rather than the implanted device, providers are required to obtain PA for the processor and headband equipment and should use procedure code V5298 (Hearing aid, not otherwise classified).

Hearing Device Repairs and Replacements

DME providers should use the following procedure codes when billing for repairs of and replacement parts for cochlear and bone-anchored hearing devices:

- L8615 (Headset/headpiece for use with cochlear implant device, replacement).

- L8616 (Microphone for use with cochlear implant device, replacement).
- L8617 (Transmitting coil for use with cochlear implant device, replacement).
- L8618 (Transmitter cable for use with cochlear implant device, replacement).
- L7510 (Repair of prosthetic device, repair or replace minor parts). Use this procedure code for all other repairs or replacement parts not listed above.

Prior authorization is required if the total repair (procedure code L7510) exceeds \$150.00.

Note: "U" modifiers are assigned to multiple items listed on PA requests to indicate separate approval of DME items (i.e., accessories).

Facilities Must Be Medicaid-Certified Durable Medical Equipment Providers

Cochlear and bone-anchored hearing device manufacturers, outpatient hospitals, and ASCs are required to obtain separate Medicaid certification as a DME provider before billing for the cochlear or bone-anchored hearing devices.

Note: Audiologists and speech and hearing clinics, as well as DME providers, may submit PA requests and bill for replacement parts and accessories.

Topic #1752

Vagus Nerve Stimulators

Certified medical equipment vendors are separately reimbursed for vagus nerve stimulators when the implant surgery is performed in an ASC (ambulatory surgery center) or outpatient hospital and when the performing surgeon has an approved PA (prior authorization) for the surgery. The POS (place of service) codes for these facilities are as follows:

- "22" (Outpatient Hospital).
- "24" (Ambulatory Surgical Center).

Providers are required to use one of the following procedure codes when submitting claims for the vagus nerve stimulator device:

- L8685 (Implantable neurostimulator pulse generator, single array, rechargeable, includes extension).
- L8686 (Implantable neurostimulator pulse generator, single array, non-rechargeable, includes extension).
- L8687 (Implantable neurostimulator pulse generator, dual array, rechargeable, includes extension).
- L8688 (Implantable neurostimulator pulse generator, dual array, non-rechargeable, includes extension).

The above procedure codes are reimbursable only for the vagus nerve stimulator device; no other implant device is reimbursed under these procedure codes.

Providers are required to use procedure code L8680 (Implantable neurostimulator electrode, each) when submitting claims for vagus nerve stimulator electrodes. Procedure code L8680 includes the tunneling tool.

On the claim form, indicate the date of the surgery as the DOS (date of service).

Noncovered Services

Topic #10917

"Not for Retail Sale" Products

ForwardHealth does not reimburse for diabetic supplies considered "not for retail sale" by the manufacturer. "Not for retail sale" products are considered noncovered.

Topic #9337

Basic Plan Noncovered Services

The following are among the services that are not covered under the BadgerCare Plus Basic Plan:

- Case management.
- Certain visits over the 10-visit limit.
- CRS (Community Recovery Services).
- Enteral nutrition.
- HealthCheck.
- Health education services.
- Hearing services, including hearing instruments, cochlear implants, and bone-anchored hearing aids, hearing aid batteries, and repairs.
- Home care services (home health, personal care, PDN (private duty nursing)).
- Inpatient mental health and substance abuse treatment services.
- Non-emergency transportation (i.e., common carrier, SMV (specialized medical vehicle)).
- Nursing home.
- Obstetrical care and delivery.
- Outpatient mental health and substance abuse services.
- PNCC (prenatal care coordination).
- Provider-administered drugs.
- Routine vision examinations billed with CPT (Current Procedural Terminology) codes 92002-92014 (without a qualifying diagnosis), determination of refractive state billed with CPT code 92015; vision materials such as glasses, contact lenses, and ocular prosthetics; repairs to vision materials; and services related to the fitting of contact lenses and spectacles.
- SBS (school-based services).
- Transplants and transplant-related services.

Billing Members for Noncovered Services

Basic Plan members may request noncovered services from providers. In those cases, providers may collect payment for the noncovered service from the member if the member accepts responsibility for payment and makes payment arrangements with the provider. Providers are strongly encouraged to obtain a written statement in advance documenting that the member has accepted responsibility for payment of the service.

Providers may bill members up to their usual and customary charge for noncovered services. Basic Plan members do not have appeal rights for noncovered services.

Topic #68

Definition of Noncovered Services

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

Topic #3164

Noncovered Durable Medical Equipment and Services

BadgerCare Plus does not cover the following durable medical equipment and services. PA (prior authorization) requests for these items and services are denied. This list is not all-inclusive and may be revised periodically:

- **Foot orthoses or orthopedic or corrective shoes for the following conditions:**
 - Flattened arches, regardless of the underlying pathology.
 - Incomplete dislocation or subluxation metatarsalgia with no associated deformities.
 - Arthritis with no associated deformities.
 - Hypoallergenic conditions.
- **Services denied by *Medicare* for lack of medical necessity.**
- **Items which are not primarily medical in nature, including:**
 - Air conditioners and air purifiers.
 - Auditory/listening music programs.
 - Baby/infant exercise saucers.
 - Ceiling lifts.
 - Cleaning and disinfectant supplies.
 - Cold air humidifiers.
 - Computers.
 - Copy machines.
 - Dehumidifiers.
 - Educational learning computer programs.
 - Electric page turners.
 - Emergency alert contact systems/services.
 - Exercise and fitness equipment (stationary bicycles, treadmills, pulleys, weights, exercise therapy mats, rowing machines, physioballs, therapy putty, or therapy bands).
 - Extended warranty.
 - Fax machine.
 - Home and environmental modifications (electronic or mechanical devices to control lighting, appliances, etc.).
 - Homemaking equipment (microwaves, food carts, cutting boards, or other adaptive equipment for cooking, cleaning, etc.).
 - Hydrocollator equipment or other devices for heat or cold.
 - Hypoallergenic items including bedding.
 - Intercom monitors.
 - Laptop computers.
 - Lights, horns, flags, or signs for mobility bases.
 - Masks other than those allowable with Medicaid covered respiratory equipment.
 - Pacemaker monitors.
 - Playground and recreation equipment (swings, jungle gyms, tunnels, parachutes, obstacle courses, tricycles, or other adapted or specialized toys).
 - Power door openers.
 - Reading machines.
 - Restraints.

- Ring walkers.
- Safety equipment (gait belts, harnesses, vests, alarm systems, wanderguard, medical alert bracelets or other types of monitoring equipment, or fences).
- Service animals.
- Telephone modems.
- Telephones, cell phones, and speaker phones.
- Van or vehicle modifications.
- Video games.
- **Items which are not appropriate for home usage, including:**
 - Oscillating beds.
 - Paraffin baths.
- **Items which are not generally accepted by the medical profession as being therapeutically effective.** These items include heat and massage foam cushion pads.
- **Items which do not contribute to the improvement of the member's medical condition, including:**
 - A third battery for a power/motorized wheelchair.
 - Alcohol swabs.
 - Alcohol wipes.
 - Assistive listening devices, as follows:
 - Telephone amplifier, any type.
 - Alerting, any type.
 - Television amplifier, any type.
 - Television caption decoder.
 - Telecommunications Device for the Deaf (TDD).
 - Baskets or backpacks for use with walkers, wheelchairs, or scooters.
 - Bolsters and wedges (pillows, such as cervical and/or lumbar supports).
 - Canopies, umbrellas, or sun shades (free standing or for attachment to a mobility base).
 - Cushion lift power seats.
 - Disposable washcloths.
 - Disposable wipes or diaper wipes.
 - Elevators, stair glides, or stair lifts.
 - Equipment, supplies, or products designed to change the calming or stimulating factors in any environment.
 - Chlorhexidine topical antiseptic.
 - Iodine solution.
 - Iodine swabs.
 - Moisturizing skin cream or lotion.
 - Over-the-bed or bedside tables.
 - Ramps (home, wheelchair, van/vehicle lifts or carriers).
 - Seat lift chairs.
 - Standers with hydraulic/automated lift mechanisms.
 - Standers with mobility bases.
 - Sunscreens.
 - Trays for walkers, standers, and gait trainers.
 - Weighted blankets and/or vests.
 - Wheelchair lifts.
 - Wheelchair gloves.
 - Whirlpools or hot tubs.
 - Wigs.
- **Repair, maintenance, or modification of rented durable medical equipment.**
- **Delivery or set-up charges for equipment as a separate service, including:**
 - Installation of equipment or labor charges to mount equipment in a home.
 - Shipping and handling as a separate charge.
 - Travel to and from the member's residence.
- **Fitting, adapting, adjusting, or modifying a prosthetic or orthotic device or corrective or orthopedic shoes as a**

separate service.

- **All repairs of a hearing aid or other assistive listening device performed by a dealer within 12 months after the purchase of the hearing aid or other assistive listening device.** These are included in the purchase payment and are not separately reimbursable.
- **Hearing aid or other assistive listening device batteries which are provided in excess of the guidelines enumerated in the Hearing services area.**
- **Items that are provided for the purpose of enhancing the prospects of fertility in males or females.**
- **Impotence devices, including, but not limited to, penile prostheses.**
- **Testicular prosthesis.**
- **Food.**
- **Infant formula and enteral nutritional products except as allowed under [DHS 107.10\(2\)\(c\)](#) Wis. Admin. Code.**

As stated in DHS 107.10(2)(c), Wis. Admin. Code, exceptions include: Medically necessary, specially formulated nutritional supplements and replacement products, including enteral and parenteral products used for the treatment of severe health conditions, such as pathologies of the gastrointestinal tract or metabolic disorders.

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.
- Encourage the member to call for NEMT (non-emergency medical transportation) services. Most members may receive NEMT services through LogistiCare. 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

Topic #8997

Non-preferred Diabetic Supplies

Non-preferred diabetic supplies are not covered for members enrolled in the BadgerCare Plus Benchmark Plan or BadgerCare Plus Core Plan. PA (prior authorization) requests submitted for non-preferred diabetic supplies for members enrolled in the Benchmark Plan or Core Plan will be returned to the providers unprocessed. Members do not have appeal rights for noncovered diabetic supplies.

Nursing Home Members and Durable Medical Equipment

Topic #1755

An Overview

The DME (Durable Medical Equipment) [maximum allowable fee index](#) indicates which DME items are separately reimbursable for nursing home members. Most DME is reimbursed by Wisconsin Medicaid through the nursing home's daily rate or as a nursing home ancillary cost.

Topic #11019

Negative Pressure Wound Therapy Pumps

The rental of negative pressure wound therapy pumps and supplies is covered for members residing in a nursing home when used for the treatment of ulcers and wounds that have not responded to traditional wound treatment methods.

Negative pressure wound therapy pumps are described in HCPCS (Healthcare Common Procedure Coding System) procedure code E2402 (Negative pressure wound therapy electrical pump, stationary or portable). Reimbursement for the rental of a negative pressure wound therapy pump (which includes dressing and supplies when part of the total rental rate) is not part of the nursing home daily rate and cannot be included as part of a nursing home's cost reports.

The canister, dressings, and related supplies (procedure code A7000 [Canister, disposable, used with suction pump] and procedure code A6550 [Wound care set, for negative pressure wound therapy electrical pump, includes all supplies and accessories]) are included as part of the reimbursement for the negative pressure wound therapy pump and are not separately reimbursable.

Topic #1757

Respiratory Equipment

The DME (durable medical equipment) [maximum allowable fee index](#) indicates which oxygen-related services are separately reimbursable in a nursing home. For example, nursing homes may be reimbursed for stationary system rental codes E0424, E0439, and E1390 even if the member is using equipment that is owned by the nursing home (e.g. liquid oxygen administered from a wall unit.)

Rental of respiratory equipment for a nursing home resident is reimbursed only for the days it is actually used by the member, except for Medicare approved rental services. This policy is monitored on a postpayment basis.

Repairs of oxygen equipment in a nursing home is not separately reimbursable.

Topic #1758

Wheelchairs

Wheelchairs Reimbursed Through the Nursing Home Daily Rate

Wheelchairs must be provided by nursing facilities in sufficient quantity to meet the health needs of patients who are Medicaid or BadgerCare Plus members.

Nursing homes that specialize in providing rehabilitative services and treatment for the developmentally or physically disabled, or both, shall provide the special equipment, including wheelchairs adapted to the member's disability, and other adaptive prosthetics, orthotics, and equipment necessary for the provision of these services. The facility must provide replacement wheelchairs for members who have changing wheelchair needs. All [standard manual wheelchairs](#) are reimbursed through the nursing home daily rate.

Wheelchairs Separately Reimbursable

Powered mobility equipment and wheelchair custom positioning systems are not included in the nursing home daily rate. They are separately reimbursable, when medically necessary and when [prior authorized by Wisconsin Medicaid](#) under the following conditions:

- A medically necessary wheelchair custom positioning system is personalized in nature and custom-made to fit one member only, and is used only by that member.
- The powered mobility equipment is justified by the diagnosis, prognosis, and occupational or vocational activities of the member.

Manual Wheelchair Rentals

Manual wheelchair rentals for members residing in a nursing home are not separately reimbursable.

Custom Seating Systems or Powered Mobility Equipment

Wisconsin Medicaid separately reimburses providers for custom wheelchair positioning exclusive of the wheelchair or for powered mobility equipment for nursing home residents with a physician's prescription when both of the following are true:

- The wheelchair seating system is custom-made to fit one member only, and is used only by that member.
- The wheelchair is justified by the diagnosis, prognosis, and the occupational or vocational activities of the member.

A standard manual wheelchair may be approved if the member is transferring from a nursing home to a more independent setting. In this situation, the PA (prior authorization) request must include documentation from the physician of the discharge date and new setting location.

Wheelchair Repairs

Wisconsin Medicaid reimburses providers for repairs to member-owned wheelchairs only when the repairs are for custom positioning equipment or when the repairs are for powered mobility equipment.

Claims submitted for manual wheelchair repairs are denied, even if the wheelchair is owned by the member.

Repair of a member-owned standard manual wheelchair in a nursing home is not covered by Medicaid unless the member is about to transfer to a more independent setting. (The nursing home is, however, responsible for providing a wheelchair as needed.)

Repair of a member-owned power wheelchair or adaptive wheelchair positioning system is reimbursed separately by Medicaid.

Orthopedic Shoes, Modifications, and Transfers

Topic #1760

An Overview

Orthopedic or corrective footwear are:

- Shoes attached to a brace or prosthesis; mismatched shoes involving a difference of a full size or more.
- Shoes that are modified to take into account discrepancy in limb length or a rigid foot deformation.

Where there is a discrepancy in limb length, an elevation of a half inch or more is required to qualify as an orthopedic shoe. Arch supports are not considered a brace.

Examples of orthopedic or corrective shoes are supinator and pronator shoes, surgical shoes for braces, and custom-molded shoes.

Orthopedic or corrective shoes are covered for all ages. PA (prior authorization) is required for junior and adult orthopedic shoes. Coverage of orthopedic or corrective shoes is based on individual assessment.

Coverage of orthopedic shoes for all ages requires certain diagnoses or medical conditions and applicable ICD-9-CM (International Classification of Diseases, Ninth Revision, Clinical Modification) codes for reimbursement.

Topic #1759

Orthopedic Footwear for Infants and Children

Procedure codes L3201, L3202, L3204, L3206, L3208, L3209, L3212, and L3213 for orthopedic footwear for infants and children have diagnosis code restrictions. Wisconsin Medicaid reimburses providers for these procedure codes when one or more of the diagnosis codes is indicated on the claim.

Orthotic Devices

Topic #1761

An Overview

Orthoses are devices that limit or assist motion of any segment of the human body. They are designed to stabilize a weakened body part or correct a structural problem. Examples of orthotic devices are arm braces and leg braces.

Wisconsin Medicaid reimburses up to four of the following joints/hardware: knee joints, additions to knee joints, joints used in addition to shoe-ankle-skin-knee orthoses, droplock retainers, and knee controls (condylar pads only). Consult the DME (Durable Medical Equipment) [maximum allowable fee index](#) for other limitations.

Prosthetic Procedures

Topic #1762

An Overview

Prostheses are devices that replace all or part of a body organ to prevent or correct a physical disability or malfunction. Examples of prostheses are artificial arms, artificial legs, and mastectomy forms.

Repair of Durable Medical Equipment

Topic #1763

General Policy

All DME (durable medical equipment) repairs must be prescribed by a physician, podiatrist, nurse practitioner, or chiropractor. Podiatrists, nurse practitioners, and chiropractors may prescribe DME only within their scope of practice.

Repairs are per complete service, not per DOS (date of service).

An estimate of the cost of providing the complete service must be made before the service is initiated to determine whether or not the service exceeds the dollar threshold for PA (prior authorization). If the provider is unsure whether the total cost of providing the service will exceed the dollar threshold amount in the DME [maximum allowable fee index](#), the provider should submit a PA request to avoid a claim denial for not having PA.

Wisconsin Medicaid does not reimburse for excessive repairs when a new item would be more cost effective, nor approve purchase of a new item when only simple repairs are needed.

Providers should indicate their usual and customary charges when billing for repairs.

Topic #1764

Labor Costs for Repairs

Use procedure code K0739 to request reimbursement for each 15 minutes of labor (actual time spent repairing equipment). In other words, if 15 minutes are spent repairing equipment, providers must indicate a unit of one in the unit field on the claim form. Two units in the unit field equal 30 minutes. A decimal point may be used to indicate a fraction of a whole unit. Time indicated on the claim is subject to PA (prior authorization) or post-pay review, using industry standards for repair time.

Providers should submit claims with their usual and customary hourly rate. PA is required if the amount to be billed exceeds \$84.00.

Travel

Wisconsin Medicaid does not provide additional reimbursement for travel. Thus, providers may not request reimbursement for travel as part of labor time. Submit claims for time actually spent repairing equipment only. Reimbursement for K0739 is all-inclusive, so it includes reimbursement for expenses such as overhead, travel, and delivery.

Topic #1765

Parts Used in Repairs

Repair Parts for Home Health Equipment (i.e., Hospital Beds, Lifts, and Commodes)

To request reimbursement from Wisconsin Medicaid for repair parts for hospital beds, lifts, and commodes, providers should select a procedure code for the part as follows:

1. Find in the DME (Durable Medical Equipment) [maximum allowable fee index](#) a procedure code matching the specific part.
2. If no procedure code has been found, use E1399 for the part. Procedure code E1399 always requires PA (prior authorization).

Hospital Beds	
Procedure Code	Description
E0250	Hospital bed, fixed height, with any type side rails, with mattress
E0251	Hospital bed, fixed height, with any type side rails, without mattress
E0255	Hospital bed, variable height, hi-lo, with any type side rails, with mattress
E0256	Hospital bed, variable height, hi-lo, with any type side rails, without mattress
E0260	Hospital bed, semi-electric (head and foot adjustment), with any type side rails, with mattress
E0261	Hospital bed, semi-electric (head and foot adjustment), with any type side rails, without mattress
E0265	Hospital bed, total electric (head, foot, and height adjustments), with any type side rails, with mattress
E0266	Hospital bed, total electric (head, foot, and height adjustments), with any type side rails, without mattress
E0290	Hospital bed, fixed height, without side rails, with mattress
E0291	Hospital bed, fixed height, without side rails, without mattress
E0292	Hospital bed, variable height, hi-lo, without side rails, with mattress
E0293	Hospital bed, variable height, hi-lo, without side rails, without mattress
E0294	Hospital bed, semi-electric (head and foot adjustment), without side rails, with mattress
E0295	Hospital bed, semi-electric (head and foot adjustment), without side rails, without mattress
E0296	Hospital bed, total electric (head, foot, and height adjustments), without side rails, with mattress
E0297	Hospital bed, total electric (head, foot, and height adjustments), without side rails, without mattress
E0301	Hospital bed, heavy duty, extra wide, with weight capacity greater than 350 pounds, but less than or equal to 600 pounds, with any type side rails, without mattress
E0302	Hospital bed, extra heavy duty, extra wide, with weight capacity greater than 600 pounds, with any type side rails, without mattress
E0303	Hospital bed, heavy duty, extra wide, with weight capacity greater than 350 pounds, but less than or equal to 600 pounds, with any type side rails, with mattress
E0304	Hospital bed, extra heavy duty, extra wide, with weight capacity greater than 600 pounds, with any type side rails, with mattress

Lifts	
Procedure Code	Description
E0630	Patient lift, hydraulic, with seat or sling
E0635	Patient lift, electric, with seat or sling

Commode Chairs	
Procedure Code	Description
E0163	Commode chair, stationary, with fixed arms

E0164	Commode chair, mobile, with fixed arms
E0168	Commode chair, extra wide and/or heavy duty, stationary or mobile, with or without arms, any type, each
E0240	Bath/shower chair, with or without wheels, any size
E0247	Transfer bench for tub or toilet with or without commode opening

Repair Parts for Orthotics

Use procedure code L4210 to request reimbursement from Wisconsin Medicaid for parts to repair orthotic devices.

Repair Parts for Prosthetics

Use procedure code L7510 to request reimbursement from Wisconsin Medicaid for parts to repair prosthetic devices.

Repair Parts for Wheelchairs

To request reimbursement from Wisconsin Medicaid for repair parts for wheelchairs, providers should select the procedure code for the part as follows:

1. Find in the DME maximum allowable fee index a procedure code matching the specific part.
2. If no procedure code has been found, use E1399 for the part. Procedure code E1399 always requires PA.

Wheelchairs	
Procedure Code	Description
K0001	Standard wheelchair
K0002	Standard hemi (low seat) wheelchair
K0003	Lightweight wheelchair
K0004	High strength, lightweight wheelchair
K0005	Ultralightweight wheelchair
K0006	Heavy-duty wheelchair
K0007	Extra heavy-duty wheelchair
K0009	Other manual wheelchair/base
K0010	Standard-weight frame motorized/power wheelchair
K0011	Standard-weight frame motorized/power wheelchair with programmable control parameters for speed adjustment, tremor dampening, acceleration control and braking
K0012	Lightweight portable motorized/power wheelchair
K0014	Other motorized/power wheelchair base
K0800	Power operated vehicle, group 1 standard, patient weight capacity up to and including 300 pounds
K0801	Power operated vehicle, group 1 heavy duty, patient weight capacity 301 to 450 pounds
K0802	Power operated vehicle, group 1 very heavy duty, patient weight capacity 451 to 600 pounds
K0806	Power operated vehicle, group 2 standard, patient weight capacity up to and including 300 pounds
K0807	Power operated vehicle, group 2 heavy duty, patient weight capacity 301 to 450 pounds
K0808	Power operated vehicle, group 2 very heavy duty, patient weight capacity 451 to 600 pounds
K0812	Power operated vehicle, not otherwise classified

Repair Parts for All Other Durable Medical Equipment

When submitting claims to ForwardHealth for repair parts for all other DME, providers should select the procedure code for the part as follows:

1. Find in the DME maximum allowable fee index a procedure code matching the specific part.
2. If no procedure code has been found, use E1399 for the part. Procedure code E1399 always requires PA.

Respiratory Equipment

Topic #3507

Chest Wall Oscillation Systems

Wisconsin Medicaid reimburses providers for HCPCS (Healthcare Common Procedure Coding System) code E0483 (High frequency chest wall oscillation air-pulse generator system, [includes hoses and vest], each) according to a daily rental maximum allowable fee rate until the purchase price max fee has been reached. Once the purchase price max fee has been reached, an extended rental period begins. Ownership of the equipment remains with the provider.

During the extended rental period, the provider is responsible for the long-term support of the equipment, including the lifetime warranty and all services covered under the warranty, such as repairs and any necessary supplies, until the equipment is no longer medically necessary. Once the extended rental period begins, providers will no longer receive reimbursement from Wisconsin Medicaid for this equipment.

Topic #1767

Definition

Respiratory equipment is medical equipment used for the administration of oxygen or to assist with respiratory functions. Examples of covered respiratory equipment include oxygen concentrators, oxygen enricher systems, humidifiers, nebulizers, and oxygen tents. The DME (Durable Medical Equipment) [maximum allowable fee index](#) lists all covered respiratory equipment.

Topic #1770

Medical Necessity for Oxygen Services

Whether a member resides in a SNF (skilled nursing facility) or at home, providers are required to establish medical necessity *before* oxygen services are provided. Medical necessity is established by the measurement of arterial [oxygen saturation](#). For members in SNFs, medical necessity must be established *before* the member receives oxygen whether it is to be administered at the time of admission or later during the member's stay. Providers are required to review the medical necessity of any service provided to a member on an ongoing basis.

Documentation and medical necessity requirements apply to all types of oxygen services, including portable oxygen. The extent of the member's mobility and need for portable oxygen must be documented in the member's medical record.

Topic #1771

Oxygen Contents

Oxygen contents may be purchased only. Oxygen contents are reimbursable only for member or nursing home-owned systems, not for rented oxygen delivery systems.

When billing for oxygen contents, one unit of service indicated on the claim form is equal to one month's use, consistent with the HCPCS (Healthcare Common Procedure Coding System) code descriptions. PA (prior authorization) is required for oxygen

contents after 30 days.

Topic #1772

Oxygen Delivery Systems

Purchased Oxygen Delivery Systems

Oxygen delivery systems may be purchased with PA (prior authorization). Wisconsin Medicaid includes the cost of oxygen system components within the reimbursement for the purchase of oxygen delivery systems. This includes the oxygen container, carts, stands, demurrage, and regulators.

The replacement parts for a purchased oxygen system can be billed separately using the appropriate procedure codes in the DME (durable medical equipment) [maximum allowable fee index](#).

Rented Oxygen Delivery Systems

Oxygen delivery systems may be rented for up to 30 days without PA. Reimbursement for rented systems (including portable systems) procedure codes include oxygen contents. This may differ from commercial health insurance and private payers' definition of the oxygen service that may not include contents. If this is the case, the provider's billed amount to Wisconsin Medicaid will differ from the amount billed to the private payer.

Providers should not submit additional claims for the contents with the rental of stationary or portable oxygen systems for the same time period, for the same member.

The provider indicates the prescribed oxygen flow rate for rented, stationary, liquid or gaseous systems as follows:

- "QE" modifier — prescribed amount of oxygen is less than one liter per minute (reimbursement is 50 percent of maximum allowable fee).
- No modifier — prescribed amount of oxygen is from one to four liters per minute (reimbursement is the full maximum allowable fee).
- "QG" modifier — prescribed amount of oxygen is greater than four liters per minutes (reimbursement is 150 percent of maximum allowable fee).

For oxygen equipment rental, one unit of service indicated on the claim form is equal to one day's use.

A provider may submit a claim for both a portable and a stationary oxygen system for the same member on the same DOS (date of service) as long as the appropriate physician prescription and documentation to support medical necessity and actual oxygen use is maintained.

Topic #1773

Prescriptions for Oxygen Services

The FDA (Food and Drug Administration) identifies oxygen as a legend drug, and prescriptions are required for legend drugs. Therefore, providers are required to have a physician's prescription *before* administering oxygen. Verbal orders for oxygen services are acceptable for initiating the administration of oxygen when the following requirements are met:

- The verbal orders are given to a licensed or certified individual of the nursing home or the home care services provider.
- The verbal orders are followed up with a signed and dated physician's written prescription within 10 days, whether the

member resides in a nursing home or receives home care services.

A physician's prescription for oxygen services should indicate a specific liter flow; however, a range (e.g., O₂ @ 2-4 liters per minute) is acceptable if the prescription also indicates that a certain blood saturation level must be maintained during unstable periods. When the prescription indicates a range, and not a specific liter flow, Wisconsin Medicaid requires that the following be documented in the member's file:

- Frequent monitoring of oxygen saturation levels.
- Varying liter flow.

Changes to Oxygen Liter Flow

PA (prior authorization) request approval is based on *average* liter flow. If the liter flow increases or decreases on a temporary basis, providers should make no changes to the PA request. If the liter flow increases or decreases for an extended period of time, providers may submit a [Prior Authorization Amendment Request \(F-11042 \(10/08\)\)](#).

Topic #12017

Ventilator and Respiratory Assist Device Coverage

ForwardHealth will approve PA (prior authorization) requests for the appropriate ventilator or RAD (Respiratory Assist Device) procedure code based on the physician-ordered settings. Pulmonary progress notes and respiratory assessments from the physician must also be included and match the physician orders.

Due to new technology, most ventilators and RADs have the capability of multiple settings and are interchangeable. They can be utilized for both invasive and non-invasive use, and since they are portable, they can be used in any setting ranging from hospital to home use.

Rental Guidelines for Respiratory Equipment

The following guidelines apply to respiratory equipment.

Initial Rental Period

The daily rental maximum allowable fee rate is payable monthly to providers until the purchase price max fee listed in the DME (durable medical equipment) maximum allowable fee index is reached. Use HCPCS (Healthcare Common Procedure Coding System) modifier "RR" (Rental) with the equipment procedure code on the claim form.

Used Equipment

If used equipment is dispensed at the beginning of the initial rental period, the provider must comply with one of the following:

- Supply the member with working equipment in good condition for five years (the life expectancy of the same type of new equipment).
- Substitute new equipment by the end of the initial rental period.

A new initial rental period may only be started with new equipment if the DME reaches its life expectancy, the member still needs the equipment, and one of the following is true:

- The DME no longer functions properly.
- The DME can no longer be repaired.

A PA request must be filed for each new initial rental period and must include all of the following:

- The original delivery date.
- The age of the equipment.
- An explanation of why the equipment is no longer functional.

Extended Rental Period

When cumulative rental payments total the purchase price max fee of the item, the extended rental period begins. Providers must continue to provide the DME to the member until one of the following happens:

- The life expectancy of the equipment is reached and a different piece of equipment is dispensed.
- The member no longer needs the equipment.

Extended Rental for Procedure Codes B9002, B9004, B9006, E0445, E0471, E0619, E0781, and E0791

During the extended rental period for procedure codes B9002, B9004, B9006, E0445, E0471, E0619, E0781, and E0791 providers may be reimbursed for repair or nonroutine services only. Providers may begin receiving reimbursement for repair or nonroutine services no earlier than six months (181 days) after the end of the initial rental period or after the remaining portion up to the purchase price max fee is paid to the provider. Temporary replacement equipment is not reimbursed separately. After the purchase price max fee of the equipment has been reached, ownership of the equipment remains with the provider. The provider is responsible for long-term support over the life of the DME.

The following table outlines specific repair and service guidelines for procedure codes B9002, B9004, B9006, E0445, E0471, E0619, E0781, and E0791:

Procedure code	Description	Initial rental period modifier*	Extended rental period
B9002	Enteral nutrition infusion pump — with alarm	RR	During the extended rental period for equipment listed in this table, providers will be reimbursed only for repair and nonroutine service using the appropriate procedure codes.
B9004	Parenteral nutrition infusion pump, portable	RR	
B9006	Parenteral nutrition infusion pump, stationary	RR	
E0445	Oximeter device for measuring blood oxygen levels non-invasively	RR	
E0471	Respiratory assist device, bi-level pressure capability, with back-up rate feature, used with noninvasive interface, e.g., nasal or facial mask (intermittent assist device with continuous positive airway pressure device)	RR	
E0619	Apnea monitor, with recording feature	RR	
E0781	Ambulatory infusion pump, single or multiple channels, electric or battery operated with administrative equipment, worn by patient	RR	
E0791	Parenteral infusion pump, stationary, single or multi-channel	RR	

* RR = Rental.

Extended Rental for Procedure Codes E0450, E0461, E0463, E0464, and E0472

During the extended rental period for procedure codes E0450, E0461, E0463, E0464, and E0472, providers may be reimbursed up to one half of the rental max fee per month to cover the costs associated with long-term rental. To receive this reimbursement:

- The DME must be in the extended rental period.
- Providers must indicate modifier "52" (Reduced services) and HCPCS modifier "RR" with the equipment procedure code on the PA request and claim form.

After the purchase price max fee of the equipment has been reached, ownership of the equipment remains with the provider. The provider is responsible for long-term support (repairs and necessary supplies) over the life of the DME. Providers may continue to receive up to one half of the rental max fee monthly, for as long as the member continues to use the equipment. Extended rental status carries from one provider to the next provider.

Reimbursement using modifier "52" is intended to cover all provider costs associated with repairs and service including temporary replacement equipment, supplies, and provider-installed accessories including, but not limited to the following:

- AC/DC chargers.
- Adapters.
- Air/oxygen mixers.
- Auto adapters.
- Backpacks.
- Battery boxes.
- Battery packs.
- Clamps.
- Circuits.
- Filters, both hepa and bacteria type.
- Fittings.
- Generators.
- Internal and additional batteries for back-up use.
- Manifolds.
- Power cables.
- Power centers.
- Power inverters.
- Pressure alarms.
- Pressure hoses.
- Transport packs.
- Valves.

Usual and necessary accessories and supplies remain included even if a current PA for a ventilator or respiratory assist device is not on file.

Additional payment is not made for repair, maintenance, or replacement during the rental of this equipment. It is the provider's responsibility to ensure there is an emergency plan in place to address mechanical failure of the equipment.

Disposable medical supplies for the member, such as facemasks or tracheostomy suction catheters, continue to be covered and reimbursed separately.

The following table outlines specific repair and service guidelines for procedure codes E0450, E0461, E0463, E0464, and E0472:

Procedure code	Description	Initial rental period modifier*	Extended rental period modifiers*
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E0450	Volume control ventilator, without pressure support mode, may include pressure control mode, used with invasive interface (e.g., tracheostomy tube)	RR	RR and 52
E0461	Volume control ventilator, without pressure support mode, may include pressure control mode, used with non-invasive interface (e.g., mask)	RR	RR and 52
E0463	Pressure support ventilator with volume control mode, may include pressure control mode, used with invasive interface (e.g. tracheostomy tube)	RR	RR and 52
E0464	Pressure support ventilator with volume control mode, may include pressure control mode, used with non-invasive interface (e.g. mask)	RR	RR and 52
E0472	Respiratory assist device, bi-level pressure capability, with backup rate feature, used with invasive interface, e.g., tracheostomy tube (intermittent assist device with continuous positive airway pressure device)	RR	RR and 52

*The following are the modifiers and their definitions for the table above:

- RR = Rental.
- 52 = Reduced services. Modifier "52" must be billed with modifier "RR" during the extended rental period.

Wheelchairs and Wheelchair Accessories

Topic #1774

Overview

Standard wheelchairs are usually specially designed to accommodate individual disabilities and provide mobility. Examples of standard wheelchairs are a standard weight wheelchair, a lightweight wheelchair and a power/motorized wheelchair. All wheelchairs require PA (prior authorization). The member's diagnosis, prognosis, and living arrangements are considered before approving a wheelchair.

Topic #11997

Power Wheelchair Batteries Limited to Two

ForwardHealth limits coverage of batteries for power wheelchairs to a maximum quantity of two batteries. A third battery used on a power wheelchair as an external power source (power center, third battery, portable power, etc.) is not considered medically necessary, and therefore is not covered.

Topic #1775

Power-Operated Vehicles (Scooters)

Providers are required to indicate HCPCS (Healthcare Common Procedure Coding System) procedure codes K0800-K0812 for power-operated vehicles (scooters). All power-operated vehicles require PA (prior authorization).

Power-operated vehicles are generally not separately reimbursable in a nursing home. However, providers may request special consideration on their PA requests for the purchase of power-operated vehicles for nursing home residents.

Wisconsin Medicaid considers reimbursement for K0800-K0812 as all-inclusive. Separate reimbursement is not allowed for batteries and battery chargers at the initial issue of a power-operated vehicle. Separate additional reimbursement for accessories may be considered on a PA request but the manufacturer price list must validate the additional charge. Accessories are subject to all Medicaid rules and regulations, including [DHS 101.03\(96m\)](#), Wis. Admin. Code, for medical necessity. Wisconsin Medicaid does not cover certain accessories such as baskets, lights, horns, or flags.

Topic #3464

Required Modifiers for Procedure Codes E2381-E2396

Providers are required to include modifier "RT" (Right side) and/or "LT" (Left side) on claims submitted for procedure codes E2381-E2396. These procedure codes are incomplete without modifier "RT" or "LT."

If the DME (durable medical equipment) item is needed bilaterally, providers are required to submit two separate details on claims, with modifier "RT" on one detail and modifier "LT" on the second detail.

Topic #1776

Two Types of Wheelchairs for One Member

If a member owns a power/motorized wheelchair, the purchase of a manual wheelchair is approved only when the provider demonstrates medical necessity. Based on past determinations, the following are examples that may be considered not medically necessary ([DHS 107.24\(2\)\(b\)](#) and [DHS 107.24\(3\)](#), Wis. Admin. Code):

- The power/motorized wheelchair cannot be transported in the family vehicle.
- A physician's office, dentist's office, or school is inaccessible with the power/motorized wheelchair.
- The member could more readily socialize by using a manual wheelchair.
- A manual wheelchair is requested as a backup while a power/motorized wheelchair is being repaired.

The rental of a second wheelchair is covered while a member's wheelchair is being repaired.

Topic #6737

Wheelchair Definitions

Manual Wheelchair

Manually propelled, wheeled mobility base, sized to accommodate individual measurements in member size, weight, and height, including all variations of arm, leg, and foot rests.

Powered Wheelchair

Wheeled mobility base propelled by a motor, sized to accommodate individual measurements in member size, weight, and height, including all variations of arm, leg, and foot rests.

Custom Wheelchair

A wheelchair that is uniquely designed, from a model or detailed measurement of a member, and is constructed to meet a member's exceptional medical needs as specified and documented by the member's attending physician. This does not include equipment that is modified, fabricated, or fit from pre-manufactured components or modules.

Standard Wheelchair

Manual and power wheelchairs not meeting the definition of custom, but including frame adaptations designed to accommodate individual disabilities and provide mobility. Examples of standard wheelchairs are:

- Extra-wide.
- Narrow.
- Tall.
- Ultra-light.
- Supra-light.
- Ultra-hemi.
- Supra-hemi.
- One-arm drive.
- Amputee.
- Pediatric.
- Heavy-duty.

- Reclining.
- Semi-reclining.
- Light-weight.
- High-strength.
- Hemi-height.
- Tilt-in-space.

Topic #1777

Wheelchair Evaluations

According to [DHS 101.03\(96m\)\(b\)7](#), Wis. Admin. Code, medical services cannot be provided solely for the convenience of the member, the member's family, or a provider. When a DME (durable medical equipment) provider is originating the purchase of equipment and requests a therapist evaluation to justify that purchase, that evaluation is not separately reimbursable by Wisconsin Medicaid.

Topic #1778

Wheelchair Seated Positioning Systems

Wheelchair seated position components or total seating systems affixed to a member's wheelchair are not considered orthoses or orthotics. These wheelchair components or systems require PA (prior authorization) and must be billed using wheelchair accessory procedure codes.

When deciding what mobility device to provide, the provider must always consider the place of use and the member's ability level.

Only procedure codes in the wheelchair category of the DME (Durable Medical Equipment) [maximum allowable fee index](#) should be used when submitting claims for wheelchair seated positioning systems or wheelchair modifications. Do not use orthotic or home health procedure codes for these services.

Managed Care

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Managed Care:Claims

Topic #385

Appeals to BadgerCare Plus and Wisconsin Medicaid

The provider has 60 calendar days to file an appeal with BadgerCare Plus or Wisconsin Medicaid after the HMO (health maintenance organization) or SSI (Supplemental Security Income) HMO either does not respond in writing within 45 calendar days or if the provider is dissatisfied with the HMO's or SSI HMO's response.

BadgerCare Plus or Wisconsin Medicaid will not review appeals that were not first made to the HMO or SSI HMO. If a provider sends an appeal directly to BadgerCare Plus or Wisconsin Medicaid without first filing it with the HMO or SSI HMO, the appeal will be returned to the provider.

Appeals will only be reviewed for enrollees who were eligible for and who were enrolled in a BadgerCare Plus HMO or Medicaid SSI HMO on the date of service in question.

Appeals must be made in writing and must include:

- A letter, clearly marked "APPEAL," explaining why the claim should be paid or a completed [Managed Care Program Provider Appeal \(Managed Care Program Provider Appeal, F-12022 \(03/09\)\)](#) form.
- A copy of the claim, clearly marked "APPEAL."
- A copy of the provider's letter to the HMO or SSI HMO.
- A copy of the HMO's or SSI HMO's response to the provider.
- Any documentation that supports the case.

The appeal will be reviewed and any additional information needed will be requested from the provider or the HMO or SSI HMO. Once all pertinent information is received, BadgerCare Plus or Wisconsin Medicaid has 45 calendar days to make a final decision.

The provider and the HMO or SSI HMO will be notified in writing of the final decision. If the decision is in favor of the provider, the HMO or SSI HMO is required to pay the provider within 45 calendar days of the final decision. The decision is final, and all parties must abide by the decision.

Topic #384

Appeals to HMOs and SSI HMOs

Providers are required to first file an appeal directly with the BadgerCare Plus HMO (health maintenance organization) or Medicaid SSI (Supplemental Security Income) HMO within 60 calendar days of receipt of the initial denial. Providers are required to include a letter explaining why the HMO or SSI HMO should pay the claim. The appeal should be sent to the address indicated on the HMO's or SSI HMO's denial notice.

The HMO or SSI HMO then has 45 calendar days to respond in writing to the appeal. The HMO or SSI HMO decides whether to pay the claim and sends the provider a letter stating the decision.

If the HMO or SSI HMO does not respond in writing within 45 calendar days, or if the provider is dissatisfied with the HMO's or SSI HMO's response, the provider may send a written appeal to ForwardHealth within 60 calendar days.

Topic #386

Claims Submission

BadgerCare Plus HMOs (health maintenance organizations) and Medicaid SSI (Supplemental Security Income) HMOs have requirements for timely filing of claims, and providers are required to follow HMO and SSI HMO claims submission guidelines. Contact the enrollee's HMO or SSI HMO for organization-specific submission deadlines.

Topic #387

Extraordinary Claims

Extraordinary claims are BadgerCare Plus or Medicaid claims for a BadgerCare Plus HMO (health maintenance organization) or Medicaid SSI (Supplemental Security Income) HMO enrollee that have been denied by an HMO or SSI HMO but may be paid as fee-for-service claims.

The following are some examples of extraordinary claims situations:

- The enrollee was not enrolled in an HMO or SSI HMO at the time he or she was admitted to an inpatient hospital, but then enrolled in an HMO or SSI HMO during the hospital stay. In this case, all claims related to the stay (including physician claims) should be submitted to fee-for-service. For the physician claims associated with the inpatient hospital stay, the provider is required to include the date of admittance and date of discharge in Element 18 of the paper 1500 Health Insurance Claim Form.
- The claims are for orthodontia/prostodontia services that began before HMO or SSI HMO coverage. Include a record with the claim of when the bands were placed.

Submitting Extraordinary Claims

When submitting an extraordinary claim, include the following:

- A legible copy of the completed claim form, in accordance with billing guidelines.
- A letter detailing the problem, any claim denials, and any steps taken to correct the situation.

Submit extraordinary claims to:

ForwardHealth
Managed Care Extraordinary Claims
PO Box 6470
Madison WI 53716-0470

Topic #388

Medicaid as Payer of Last Resort

Wisconsin Medicaid is the payer of last resort for most covered services, even when a member is enrolled in a BadgerCare Plus HMO (health maintenance organization) or Medicaid SSI (Supplemental Security Income) HMO. Before submitting claims to HMOs and SSI HMOs, providers are required to submit claims to other health insurance sources. Contact the enrollee's HMO or SSI HMO for more information about billing other health insurance sources.

Topic #389

Provider Appeals

When a BadgerCare Plus HMO (health maintenance organization) or Medicaid SSI (Supplemental Security Income) HMO denies a provider's claim, the HMO or SSI HMO is required to send the provider a notice informing him or her of the right to file an appeal.

An HMO or SSI HMO network or non-network provider may file an appeal to the HMO or SSI HMO when:

- A claim submitted to the HMO or SSI HMO is denied payment.
- The full amount of a submitted claim is not paid.

Providers are required to file an appeal with the HMO or SSI HMO *before* filing an appeal with ForwardHealth.

Covered and Noncovered Services

Topic #390

Covered Services

HMOs

HMOs (health maintenance organizations) are required to provide at least the same benefits as those provided under fee-for-service arrangements. Although ForwardHealth requires contracted HMOs and Medicaid SSI (Supplemental Security Income) HMOs to provide all medically necessary covered services, the following services may be provided by BadgerCare Plus HMOs at their discretion:

- Dental.
- Chiropractic.

If the HMO does not include these services in their benefit package, the enrollee receives the services on a fee-for-service basis.

Topic #391

Noncovered Services

The following are not covered by BadgerCare Plus HMOs (health maintenance organizations) or Medicaid SSI (Supplemental Security Income) HMOs but are provided to enrollees on a fee-for-service basis provided the member's fee-for-service plan covers the service:

- CRS (Community Recovery Services).
- CSP (Community Support Program) benefits.
- Crisis intervention services.
- Environmental lead inspections.
- CCC (child care coordination) services.
- Pharmacy services and diabetic supplies.
- PNCC (prenatal care coordination) services.
- Provider-administered drugs, including all "J" codes, drug-related "Q" codes, and a limited number of related [administration codes](#).
- SBS (school-based services).
- Targeted case management services.
- NEMT (non-emergency medical transportation) services for most Wisconsin Medicaid and BadgerCare Plus members. Wisconsin Medicaid and BadgerCare Plus members who are enrolled in an HMO in Milwaukee, Waukesha, Washington, Ozaukee, Kenosha, and Racine counties receive NEMT services from their respective HMOs.
- DOT (directly observed therapy) and monitoring for TB-Only (Tuberculosis-Only Related Services).

Enrollment

Topic #392

Disenrollment and Exemptions

In some situations, a member may be exempt from enrolling in a BadgerCare Plus HMO (health maintenance organization) or Medicaid SSI (Supplemental Security Income) HMO. Exempted members receive health care under fee-for-service. Exemptions allow members to complete a course of treatment with a provider who is not contracted with the member's HMO or SSI HMO. For example, in certain circumstances, women in high-risk pregnancies or women who are in the third trimester of pregnancy when they are enrolled in an HMO or SSI HMO *may* qualify for an exemption.

The [contracts](#) between the DHS (Department of Health Services) and the HMO or SSI HMO provide more detail on the exemption and disenrollment requirements.

Topic #393

Enrollee Grievances

Enrollees have the right to file grievances about services or benefits provided by a BadgerCare Plus HMO (health maintenance organization) or Medicaid SSI (Supplemental Security Income) HMO. Enrollees also have the right to file a grievance when the HMO or SSI HMO refuses to provide a service. All HMOs and SSI HMOs are required to have written policies and procedures in place to handle enrollee grievances. Enrollees should be encouraged to work with their HMO's or SSI HMO's customer service department to resolve problems first.

If enrollees are unable to resolve problems by talking to their HMO or SSI HMO, or if they would prefer to speak with someone outside their HMO or SSI HMO, they should contact the [Enrollment Specialist](#) or the [Ombudsman Program](#).

The [contracts](#) between the DHS (Department of Health Services) and the HMO or SSI HMO describes the responsibilities of the HMO or SSI HMO and the DHS regarding enrollee grievances.

Topic #397

Enrollment Eligibility

BadgerCare Plus HMOs

Members enrolled in the BadgerCare Plus Standard Plan, BadgerCare Plus Benchmark Plan, and the BadgerCare Plus Core Plan are eligible for enrollment in a BadgerCare Plus HMO (health maintenance organization).

An individual who receives the TB-Only (Tuberculosis-Related Services-Only) benefit, SeniorCare, or Wisconsin Well Woman Medicaid cannot be enrolled in a BadgerCare Plus HMO.

Information about a member's HMO enrollment status and commercial health insurance coverage may be verified by using Wisconsin's [EVS \(Enrollment Verification System\)](#) or the ForwardHealth Portal.

SSI HMOs

Members of the following subprograms are eligible for enrollment in a Medicaid SSI (Supplemental Security Income) HMO:

- Individuals ages 19 and older, who meet the SSI and SSI-related disability criteria.
- Dual eligibles for Medicare and Medicaid.

Individuals who are living in an institution, nursing home, or participating in a Home and Community-Based Waiver program are not eligible to enroll in an SSI MCO (managed care organization).

Topic #394

Enrollment Periods

HMOs

Members are sent enrollment packets that explain the BadgerCare Plus HMOs (health maintenance organizations) and the enrollment process and provide contact information. Once enrolled, enrollees may change their HMO assignment within the first 90 days of enrollment in an HMO (whether they chose the HMO or were auto-assigned). If an enrollee no longer meets the criteria, he or she will be disenrolled from the HMO.

SSI HMOs

Members are sent enrollment packets that explain the Medicaid SSI (Supplemental Security Income) HMO's enrollment process and provide contact information. Once enrolled, enrollees may disenroll after a 60-day trial period and up to 120 days after enrollment and return to Medicaid fee-for-service if they choose.

Topic #395

Enrollment Specialist

The [Enrollment Specialist](#) provides objective enrollment, education, outreach, and advocacy services to BadgerCare Plus HMO (health maintenance organization) and Medicaid SSI (Supplemental Security Income) HMO enrollees. The Enrollment Specialist is a knowledgeable single point of contact for enrollees, solely dedicated to managed care issues. The Enrollment Specialist is not affiliated with any health care agency.

The Enrollment Specialist provides the following services to HMO and SSI HMO enrollees:

- Education regarding the correct use of HMO and SSI HMO benefits.
- Telephone and face-to-face support.
- Assistance with enrollment, disenrollment, and exemption procedures.

Topic #398

Member Enrollment

HMOs

BadgerCare Plus HMO (health maintenance organization) enrollment is either mandatory or voluntary based on ZIP code-defined enrollment areas as follows:

- **Mandatory enrollment** — Enrollment is mandatory for eligible members who reside in ZIP code areas served by two or more BadgerCare Plus HMOs. Some members may meet criteria for exemption from BadgerCare Plus HMO enrollment.
- **Voluntary enrollment** — Enrollment is voluntary for members who reside in ZIP code areas served by only one BadgerCare Plus HMO.

Members living in areas where enrollment is mandatory are encouraged to choose their BadgerCare Plus HMO. Automatic assignment to a BadgerCare Plus HMO occurs if the member does not choose a BadgerCare Plus HMO. In general, all members of a member's immediate family eligible for enrollment must choose the same HMO.

Members in voluntary enrollment areas can choose whether or not to enroll in a BadgerCare Plus HMO. There is no automatic assignment for members who live within ZIP codes where enrollment is voluntary.

SSI HMOs

Medicaid SSI (Supplemental Security Income) HMO enrollment is either mandatory or voluntary as follows:

- **Mandatory enrollment** — Most SSI and SSI-related members are required to enroll in an SSI HMO. A member may choose the SSI HMO in which he or she wishes to enroll.
- **Voluntary enrollment** — Some SSI and SSI-related members may choose to enroll in an SSI HMO on a voluntary basis.

Topic #396

Ombudsman Program

The [Ombudsmen](#), or Ombuds, are resources for enrollees who have questions or concerns about their BadgerCare Plus HMO (health maintenance organization) or Medicaid SSI (Supplemental Security Income) HMO. Ombuds provide advocacy and assistance to help enrollees understand their rights and responsibilities in the grievance and appeal process.

Ombuds can be contacted at the following address:

BadgerCare Plus HMO/Medicaid SSI HMO Ombudsmen
PO Box 6470
Madison WI 53716-0470

Topic #399

Release of Billing or Medical Information

ForwardHealth supports BadgerCare Plus HMO (health maintenance organization) and Medicaid SSI (Supplemental Security Income) HMO enrollee rights regarding the confidentiality of health care records. ForwardHealth has [specific standards](#) regarding the release of an HMO or SSI HMO enrollee's billing information or medical claim records.

Managed Care Information

Topic #401

BadgerCare Plus HMO Program

An HMO (health maintenance organization) is a system of health care providers that provides a comprehensive range of medical services to a group of enrollees. HMOs receive a fixed, prepaid amount per enrollee from ForwardHealth (called a capitation payment) to provide medically necessary services.

BadgerCare Plus HMOs are responsible for providing or arranging all contracted covered medically necessary services to enrollees. BadgerCare Plus members enrolled in state-contracted HMOs are entitled to at least the same benefits as fee-for-service members; however, HMOs may establish their own requirements regarding PA (prior authorization), claims submission, adjudication procedures, etc., which may differ from fee-for-service policies and procedures. BadgerCare Plus HMO network providers should contact their HMO for more information about its policies and procedures.

Topic #405

Managed Care

Managed Care refers to the BadgerCare Plus HMO (health maintenance organization) program, the Medicaid SSI (Supplemental Security Income) HMO program, and the several special managed care programs available.

The primary goals of the managed care programs are:

- To improve the quality of member care by providing continuity of care and improved access.
- To reduce the cost of health care through better care management.

Topic #402

Managed Care Contracts

The contract between the DHS (Department of Health Services) and the BadgerCare Plus HMO (health maintenance organization) or Medicaid SSI (Supplemental Security Income) HMO takes precedence over other ForwardHealth provider publications. Information contained in ForwardHealth publications is used by the DHS to resolve disputes regarding covered benefits that cannot be handled internally by HMOs and SSI HMOs. If there is a conflict, the HMO or SSI HMO contract prevails. If the contract does not specifically address a situation, Wisconsin Administrative Code ultimately prevails. HMO and SSI HMO contracts can be found on the Managed Care Organization area of the ForwardHealth Portal.

Topic #404

SSI HMO Program

Medicaid SSI (Supplemental Security Income) HMOs (health maintenance organizations) provide the same benefits as Medicaid fee-for-service (e.g. medical, dental, mental health/substance abuse, vision, and prescription drug coverage) at no cost to their enrollees through a care management model. Medicaid members and SSI-related Medicaid members in certain counties may be

eligible to enroll in an SSI HMO.

SSI-related Medicaid members receive coverage from Wisconsin Medicaid because of a disability determined by the Disability Determination Bureau.

Member Enrollment

Members who meet the following criteria are eligible to enroll in an SSI HMO:

- Medicaid-eligible individuals living in a service area that has implemented an SSI managed care program.
- Individuals ages 19 and older.
- Individuals who are enrolled in Wisconsin Medicaid and SSI or receive SSI-related Medicaid.

Individuals who are living in an institution or nursing home or are participating in a home and community-based waiver program or FamilyCare are not eligible to enroll in an SSI HMO.

Ozaukee and Washington Counties

Most SSI and SSI-related Medicaid members who reside in Ozaukee and Washington counties are required to choose the HMO in which they wish to enroll. Dual eligibles (members receiving Medicare and Wisconsin Medicaid) are not required to enroll. After a 60-day trial period and up to 120 days after enrollment, enrollees may disenroll and return to Medicaid fee-for-service if they choose.

Southwestern Wisconsin Counties

SSI members and SSI-related Medicaid members who reside in Buffalo, Jackson, La Crosse, Monroe, Trempealeau, and Vernon counties may choose to receive coverage from the HMO or remain in Wisconsin Medicaid fee-for-service.

Continuity of Care

Special provisions are included in the contract for SSI HMOs for continuity of care for SSI members and SSI-related Medicaid members. These provisions include the following:

- Coverage of services provided by the member's current provider for the first 60 days of enrollment in the SSI program or until the first of the month following completion of an assessment and care plan, whichever comes later. The contracted provider should get a referral from the member's HMO after this.
- Honoring a PA (prior authorization) that is currently approved by Wisconsin Medicaid. The PA must be honored for 60 days or until the month following the HMO's completion of the assessment and care plan, whichever comes later.
- Coverage of drugs that an SSI member is currently taking until a prescriber orders different drugs.

Topic #403

Special Managed Care Programs

Wisconsin Medicaid has several special managed care programs that provide services to individuals who are elderly and/or who have disabilities. These members may be eligible to enroll in voluntary regional managed care programs such as Family Care, the PACE (Program of All-Inclusive Care for the Elderly), and the Family Care Partnership Program. Additional information about these special managed care programs may be obtained from the Managed Care Organization area of the ForwardHealth Portal.

Prior Authorization

Topic #1779

Enrollment Changes

A PA (prior authorization) granted by BadgerCare Plus fee-for-service for DME (durable medical equipment) is not applicable once a member enrolls in a managed care program. Likewise, a PA granted by a managed care program (such as an HMO (health maintenance organization), CMO (care management organization), or special managed care program) for DME is not applicable once a BadgerCare Plus enrollee disenrolls and enters BadgerCare Plus FFS (fee-for-service). The reimbursement system, either FFS or a managed care program, in which the member is enrolled on the DOS (date of service) is responsible for the payment of medically necessary covered equipment and services. The DOS for the purchase of DME items is the date of delivery. Providers should verify the member's enrollment and managed care status before delivering purchased DME items.

Managed Care Enrollment Policy

Enrollment in BadgerCare Plus HMOs and in the special managed care program, Independent Care, is generally effective on the first of the month and continues through the end of the calendar month. For all other special managed care programs and for Family Care CMOs, enrollment and disenrollment can occur at any time.

When a Fee-for-Service Member Enrolls in a Managed Care Program

The following procedures apply when a member, who has an approved PA from BadgerCare Plus FFS for a DME item, enrolls in a managed care program:

- The BadgerCare Plus FFS provider should contact the member's managed care program for its policies and procedures before delivering the equipment.
- If the managed care program decides it will not purchase the DME item that was previously approved by BadgerCare Plus FFS, the member may file a grievance with the managed care program or the state as described in the Enrollee Handbook.
- If the DME provider has already processed an order for an individualized piece of equipment, such as orthotics, and cannot either cancel the order or recoup its loss, the provider may request that the member's managed care program pay for the piece of equipment. If the managed care program denies payment, the provider can appeal the decision through the provider appeal process outlined in the managed care program's contract.
- If the managed care program decides it will not purchase the DME item or denies payment for the item, then the DHS (Department of Health Services) has the final determination on whether the MCO (managed care organization) is responsible for providing and paying for the DME item. If the MCO is required to pay for the item that was authorized under FFS, the MCO will pay an amount no greater than it would have paid its network provider.

When a Managed Care Enrollee Returns to Fee-for-Service

The following procedures apply when an enrollee, who has an approved PA from the managed care program for a DME item, disenrolls and returns to BadgerCare Plus FFS:

- Follow BadgerCare Plus FFS policies and procedures, including PA requirements, before delivering the equipment.
- If the DME item requires a FFS PA and FFS denies the PA request, the member can file an appeal.

Reimbursement Policy

A summary of reimbursement follows:

- Managed care programs have their own network of Medicaid-certified DME providers. Managed care programs are not required to do business with a DME provider who is not in their provider network.
- If the member has changed from managed care to FFS or from FFS to managed care since the DME was authorized, the DME provider should request approval and payment from whatever system (i.e., managed care or FFS) the member is enrolled in at the time of the provider's request.
- Members have the right to appeal the BadgerCare Plus FFS or managed care program's decision to deny the PA of a DME item. Members also have the right to appeal the managed care program's decision not to reimburse the provider for the purchase of a DME item that was prior authorized by FFS.

Special Managed Care Programs that Cover Durable Medical Equipment

The following special managed care programs cover DME:

- Community Care for the Elderly, Milwaukee County.
- Community Health Partnership, Chippewa, Dunn, and Eau Claire Counties.
- Community Living Alliance, Dane County.
- Elder Care, Dane County.
- Independent Care, Milwaukee County.
- Family Care care management organizations*.
 - Creative Care Options of Fond du Lac County.
 - La Crosse County Care Management Organization.
 - Community Care of Portage County.
 - Aging and Disability Services of Richland County.
 - Milwaukee County Care Management Organization.

* The Family Care Guide identifies DME included in the [Family Care benefit package](#).

Topic #400

Prior Authorization Procedures

BadgerCare Plus HMOs (health maintenance organizations) and Medicaid SSI (Supplemental Security Income) HMOs may develop PA (prior authorization) guidelines that differ from fee-for-service guidelines. However, the application of such guidelines may not result in less coverage than fee-for-service. Contact the enrollee's HMO or SSI HMO for more information regarding PA procedures.

Provider Information

Topic #406

Copayments

Providers cannot charge Medicaid SSI (Supplemental Security Income) HMO (health maintenance organization) enrollees copayments for covered services except in cases where the Medicaid SSI HMO does not cover services such as dental, chiropractic, and pharmacy. When services are provided through fee-for-service or to members enrolled in a BadgerCare Plus HMO, copayments will apply.

Topic #407

Emergencies

Non-network providers may provide services to BadgerCare Plus HMO (health maintenance organization) and Medicaid SSI (Supplemental Security Income) HMO enrollees in an emergency without authorization or in urgent situations when authorized by the HMO or SSI HMO. The [contract](#) between the DHS (Department of Health Services) and the HMO or SSI HMO defines an emergency situation and includes general payment requirements.

Unless the HMO or SSI HMO has a written agreement with the non-network provider, the HMO or SSI HMO is only liable to the extent fee-for-service would be liable for an emergency situation, as defined in 42 CFR s. 438.114. Billing procedures for emergencies may vary depending on the HMO or SSI HMO. For specific billing instructions, non-network providers should always contact the enrollee's HMO or SSI HMO.

Topic #408

Non-network Providers

Providers who do not have a contract with the enrollee's BadgerCare Plus HMO (health maintenance organization) or Medicaid SSI (Supplemental Security Income) HMO are referred to as non-network providers. (HMO and SSI HMO network providers agree to payment amounts and billing procedures in a contract with the HMO or SSI HMO.) Non-network providers are required to direct enrollees to HMO or SSI HMO network providers except in the following situations:

- When a non-network provider is treating an HMO or SSI HMO enrollee for an emergency medical condition as defined in the contract between the DHS (Department of Health Services) and the HMO or SSI HMO.
- When the HMO or SSI HMO has authorized (in writing) an out-of-plan referral to a non-network provider.
- When the service is not provided under the HMO's or SSI HMO's contract with the DHS (such as dental, chiropractic, and pharmacy services).

Non-network providers may not serve BadgerCare Plus HMO or Medicaid SSI HMO enrollees as private-pay patients.

Topic #409

Out-of-Area Care

BadgerCare Plus HMOs (health maintenance organizations) and Medicaid SSI (Supplemental Security Income) HMOs may cover medically necessary care provided to enrollees when they travel outside the HMO's or SSI HMO's service area. The HMO or SSI HMO is required to authorize the services before the services are provided, except in cases of [emergency](#). If the HMO or SSI HMO does not authorize the services, the enrollee may be held responsible for the cost of those services.

Topic #410

Provider Participation

Providers interested in participating in a BadgerCare Plus HMO (health maintenance organization) or Medicaid SSI (Supplemental Security Income) HMO or changing HMO or SSI HMO network affiliations should contact the HMO or SSI HMO for more information. Conditions and terms of participation in an HMO or SSI HMO are pursuant to specific contract agreements between HMOs or SSI HMOs and providers. An HMO or SSI HMO has the right to choose whether or not to contract with any provider.

Topic #411

Referrals

Non-network providers may at times provide services to BadgerCare Plus HMO (health maintenance organization) and Medicaid SSI (Supplemental Security Income) HMO enrollees on a referral basis. Non-network providers are always required to contact the enrollee's HMO or SSI HMO. Before services are provided, the non-network provider and the HMO or SSI HMO should discuss and agree upon billing procedures and fees for all referrals. Non-network providers and HMOs or SSI HMOs should document the details of any referral in writing before services are provided.

Billing procedures for out-of-plan referrals may vary depending on the HMO or SSI HMO. For specific billing instructions, non-network providers should always contact the enrollee's HMO or SSI HMO.

Topic #412

Services Not Provided by HMOs or SSI HMOs

If an enrollee's BadgerCare Plus HMO (health maintenance organization) or Medicaid SSI (Supplemental Security Income) HMO benefit package does not include a covered service, such as chiropractic or dental services, any Medicaid-certified provider may provide the service to the enrollee and submit claims to fee-for-service.

Member Information

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Archive Date:03/01/2012

Member Information: Enrollment Categories

Topic #785

BadgerCare Expansion for Certain Pregnant Women

As a result of 2005 Wisconsin Act 25, the 2005-07 biennial budget, BadgerCare has expanded coverage to the following individuals:

- Pregnant non-U.S. citizens who are not qualified aliens but meet other eligibility criteria for BadgerCare.
- Pregnant individuals detained by legal process who meet other eligibility criteria for BadgerCare.

The BadgerCare Expansion for Certain Pregnant Women is designed to provide better birth outcomes.

Women are eligible for all covered services from the first of the month in which their pregnancy is verified or the first of the month in which the application for BadgerCare Plus is filed, whichever is later. Members are enrolled through the last day of the month in which they deliver or the pregnancy ends. Postpartum care is reimbursable *only* if provided as part of global obstetric care. Even though enrollment is based on pregnancy, these women are eligible for *all* covered services. (They are not limited to pregnancy-related services.)

These women are not presumptively eligible. Providers should refer them to the appropriate county/tribal social or human services agency where they can apply for this coverage.

Fee-for-Service

Pregnant non-U.S. citizens who are not qualified aliens and pregnant individuals detained by legal process receive care only on a fee-for-service basis. Providers are required to follow all program requirements (e.g., claims submission procedures, PA (prior authorization) requirements) when providing services to these women.

Emergency Services for Non-U.S. Citizens

When BadgerCare Plus enrollment ends for pregnant non-U.S. citizens who are not qualified aliens, they receive coverage for emergency services. These women receive emergency coverage for 60 days after the pregnancy ends; this coverage continues through the end of the month in which the 60th day falls (e.g., a woman who delivers on June 20, 2006, would be enrolled through the end of August 2006).

Topic #9297

BadgerCare Plus Basic Plan

The BadgerCare Plus Basic Plan is a self-funded plan that focuses on providing BadgerCare Plus Core Plan waitlist members with access to vital, cost-effective primary and preventive care. This option will allow members to have some minimal form of coverage until space becomes available in the Core Plan and will help prevent bankruptcy due to excessive medical debt.

Member participation or non-participation in the Basic Plan does not affect an individual's status on the Core Plan waitlist.

Services for the Basic Plan are covered under fee-for-service. Basic Plan members will not be enrolled in state-contracted HMOs (health maintenance organizations).

As of March 19, 2011, new enrollment into the Basic Plan ended. The Basic Plan will continue for members already enrolled in the Basic Plan.

Conditions That End Member Enrollment in the Basic Plan

A member's enrollment in the Basic Plan will end if the member:

- Becomes eligible for Medicare, Medicaid, the BadgerCare Plus Standard Plan, the BadgerCare Plus Benchmark Plan, or the Core Plan.
- Becomes incarcerated or becomes institutionalized in an IMD (institution for mental disease).
- Becomes pregnant. (*Note:* A Basic Plan member who becomes pregnant should be referred to [Member Services](#) for more information about enrollment in the Standard Plan or the Benchmark Plan.)
- No longer resides in the state of Wisconsin.
- Obtains health insurance coverage.
- Turns 65 years of age.
- Fails to pay the monthly premium.

Note: Enrollment in the Basic Plan does not end if the member's income increases.

Providers are reminded that the Basic Plan does not cover obstetrical services or delivery services.

Providers are required to notify ForwardHealth if they have reason to believe that a person is misusing or abusing BadgerCare Plus or Medicaid benefits or the ForwardHealth identification card.

Basic Plan Member Fact Sheets

[Fact sheets](#) providing additional member information about the Basic Plan are available.

Enrollment Certification Period for Basic Plan Members

A member's enrollment will begin on the first of the month and will continue through the end of the 12th month. For example, if the individual's enrollment in the Basic Plan begins on July 1, 2010, the enrollment certification period will continue through June 30, 2011, unless conditions occur that end enrollment.

Premium payments are due on the fifth of each month, prior to the month of coverage. Members who fail to pay the monthly premium will have their benefits terminated and will also be subject to a 12-month restrictive re-enrollment period.

Basic Plan Members Enrolled in Wisconsin Chronic Disease Program

For Basic Plan members who are also enrolled in WCDP (Wisconsin Chronic Disease Program), providers should submit claims for all covered services to the Basic Plan first and then to WCDP. For pharmacy services, if both programs deny the pharmacy claim, providers should submit the claim to BadgerRx Gold.

Basic Plan Members and HIRSP Coverage

Basic Plan members may also be enrolled in the HIRSP (Health Insurance Risk-Sharing Plan) as long as the member meets the eligibility requirements for both the Basic Plan and HIRSP. For Basic Plan members who are also enrolled in HIRSP, providers should submit claims for all Basic Plan covered services to HIRSP first and then to the Basic Plan.

Basic Plan members may not be enrolled in the Basic Plan and the Federal Temporary High Risk Insurance Pool. Information that

is being distributed to Core Plan members on the waitlist regarding HIRSP and the Federal Temporary High Risk Insurance Pool is [available](#).

Alternatives to the BadgerCare Plus Basic Plan

Before enrolling in the BadgerCare Plus Basic Plan, you should consider two other insurance options available to some Wisconsin residents. Enrolling in BadgerCare Plus Basic will make you ineligible for coverage under the Federal Pool option described below.

Option 1: Health Insurance Risk-Sharing Plan (HIRSP)

You may qualify for HIRSP if:

1. You recently lost your employer-sponsored insurance coverage; or
2. You have been rejected for coverage in the private insurance market; or
3. You have HIV/AIDS; or
4. You have Medicare because of a disability.

HIRSP offers comprehensive medical and pharmacy benefits including coverage of brand name drugs and \$150 of first dollar coverage on routine/preventive services. HIRSP will not cover medical services for a preexisting condition for the first six months of coverage. The preexisting condition waiting period does not apply to drug coverage. The medical services preexisting condition waiting period does not apply if you qualify for HIRSP because you have recently lost your employer-sponsored coverage.

If your annual household income is below \$33,000, you may be entitled to a premium and deductible subsidy. For example, a 25 year old man with an annual income of less than \$10,000 would pay \$89 per month for a \$2,500 deductible insurance plan.

HIRSP members can also be enrolled in the BadgerCare Plus Basic or Core Plan.

Option 2: Federal Temporary High Risk Insurance Pool

You may qualify for the new Federal Pool if:

1. You are a citizen or national of the United States, or are lawfully present;
2. You have a preexisting medical condition; and
3. You have been uninsured for at least 6 months before applying for coverage.

The Federal Pool will offer the same medical and drug benefits as HIRSP. There is no preexisting condition waiting period under the Federal Pool.

In most cases, the Federal Pool premium will be lower than the HIRSP premium.
Enrollment is expected to begin in July 2010, for coverage beginning August 1, 2010.

If you enroll in BadgerCare Plus Basic or HIRSP now, you will not be eligible for the Federal Pool. You should determine which program best serves your needs. For more information about HIRSP or the Federal Pool and your insurance options, please contact HIRSP Customer Service at 1.800.828.4777 or visit www.hirsp.org

Topic #5557

BadgerCare Plus Core Plan

The BadgerCare Plus Core Plan covers basic health care services including primary care, preventive care, certain generic and OTC (over-the-counter) drugs, and a limited number of brand name drugs.

Applicant Enrollment Requirements

An applicant must meet the following enrollment requirements in order to qualify for the Core Plan:

- Is a Wisconsin resident.
- Is a United States citizen or legal immigrant.
- Is between the ages of 19 and 64.
- Does not have any children under age 19 under his or her care.
- Is not pregnant.
- Is not eligible for or enrolled in Medicaid, the BadgerCare Plus Standard Plan, or the BadgerCare Plus Benchmark Plan. This would not include benefits provided under Family Planning Only Services or those benefits provided to individuals who qualify for the TB-Only (Tuberculosis-Related Services Only) Benefit.
- Is not eligible for or enrolled in Medicare.
- Has a monthly gross income that does not exceed 200 percent of the FPL (Federal Poverty Level).
- Is not covered by health insurance currently or in the previous 12 months.
- Has not had access to employer-sponsored insurance in the previous 12 months and does not have access to employer-subsidized insurance during the month of application or any of the three months following application.

Application Process for New Members

Individuals who wish to enroll may apply for the Core Plan [using the ACCESS tool online](#) or via the [ESC \(Enrollment Services Center\)](#). A pre-screening tool will help determine which individuals may be eligible to enroll in the Core Plan. Applications for Core Plan members will be processed centrally by the ESC, not by county agencies.

To complete the application process, applicants must meet the following requirements:

- Complete a Health Survey.
- Pay a non-refundable, annual processing fee of \$60.00 per individual or per couple for married couples. The fee will be waived for homeless individuals. There are no monthly premiums.

Medicaid-certified providers cannot pay the \$60.00 application processing fee on behalf of Core Plan applicants. An offer by a Medicaid-certified provider to pay a fee on behalf of a prospective Medicaid member may violate federal laws against kickbacks. These laws are federal criminal statutes that are interpreted and enforced by federal agencies such as the United States DOJ (Department of Justice) and the Department of HHS (Health and Human Services') OIG (Office of the Inspector General).

Conditions That End Member Enrollment in the Core Plan

A member's enrollment will end if the member:

- Becomes eligible for Medicare, Medicaid, the Standard Plan, or the Benchmark Plan.
- Becomes incarcerated or institutionalized in an IMD (institution for mental disease).
- Becomes pregnant.
- No longer resides in the state of Wisconsin.
- Obtains health insurance coverage.
- Turns 65 years of age.

Providers are reminded that the Core Plan does not cover obstetrical services, including the delivery of a child or children. A Core Plan member who becomes pregnant should be referred to the ESC for more information about enrollment in the Standard Plan or the Benchmark Plan.

Enrollment Certification Period for Core Plan Members

Once determined eligible for enrollment in the Core Plan, a member's enrollment will begin either on the first or 15th of the month, whichever is first, and will continue through the end of the 12th month. For example, if the individual submits all of his or her application materials, including the application fee, by September 17, 2009, and the DHS (Department of Health Services) reviews the application and approves it on October 6, 2009, the individual is eligible for enrollment beginning on October 15, 2009, the next possible date of enrollment. The enrollment certification period will continue through October 31, 2010.

The enrollment certification period for individuals who qualify for the Core Plan is 12 months, regardless of income changes.

Core Plan Members Enrolled in Wisconsin Chronic Disease Program

For Core Plan members who are also enrolled in WCDP (Wisconsin Chronic Disease Program), providers should submit claims for all covered services to the Core Plan first and then to WCDP. For pharmacy services, if both programs deny the pharmacy claim, providers should submit claims to BadgerRx Gold.

Core Plan Members with HIRSP Coverage

Core Plan members may also be enrolled in HIRSP (Health Insurance Risk Sharing Plan) as long as the member meets the eligibility requirements for both the Core Plan and HIRSP. For Core Plan members who are also enrolled in HIRSP, providers should submit claims for all Core Plan covered services to the Core Plan. For services not covered by the Core Plan, providers should submit claims to HIRSP. For members enrolled in the Core Plan, HIRSP is always the payer of last resort.

Note: HIRSP will only cover noncovered Core Plan services if the services are covered under the HIRSP benefit.

Topic #225

BadgerCare Plus Standard Plan and Benchmark Plan

BadgerCare Plus is a state-sponsored health care program that expands coverage of Wisconsin residents and ensures that all children in Wisconsin have access to affordable health care.

The key initiatives of BadgerCare Plus are:

- To ensure that all Wisconsin children have access to affordable health care.
- To ensure that 98 percent of Wisconsin residents have access to affordable health care.
- To streamline program administration and enrollment rules.
- To expand coverage and provide enhanced benefits for pregnant women.
- To promote prevention and healthy behaviors.

BadgerCare Plus expands enrollment in state-sponsored health care to the following:

- All uninsured children.
- More pregnant women.
- More parents and caretaker relatives.
- Parents with children in foster care who are working to reunify their families.
- Young adults exiting out-of-home care, such as foster care, because they have turned 18 years of age.

- Certain farmers and other self-employed parents and caretaker relatives.

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.

Topic #6917

Benefit Plans Under BadgerCare Plus

BadgerCare Plus is comprised of four benefit plans, the BadgerCare Plus Standard Plan, the BadgerCare Plus Benchmark Plan, the BadgerCare Plus Core Plan, and the BadgerCare Plus Basic Plan.

BadgerCare Plus Standard Plan

The Standard Plan covers children, parents and caretaker relatives, young adults aging out of foster care, and pregnant women with incomes at or below 200 percent of the FPL (Federal Poverty Level). The services covered under the Standard Plan are the same as the Wisconsin Medicaid program.

BadgerCare Plus Benchmark Plan

The Benchmark Plan was adapted from Wisconsin's largest commercial, low-cost health care plan. The Benchmark Plan is for children and pregnant women with incomes above 200 percent of the FPL and certain self-employed parents, such as farmers with incomes above 200 percent of the FPL. The services covered under the Benchmark Plan are more limited than those covered under the Wisconsin Medicaid program.

BadgerCare Plus Core Plan

The Core Plan provides adults who were previously not eligible to enroll in state and federal health care programs with access to basic health care services including primary care, preventive care, certain generic and OTC (over-the-counter) drugs, and a limited number of brand name drugs.

BadgerCare Plus Basic Plan

The Basic Plan provides Core Plan waitlist members with access to vital, cost-effective primary and preventive care. This option allows members to have some form of minimal coverage until space becomes available in the Core Plan.

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 under the BadgerCare Plus Standard Plan 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 #226

Family Planning Only Services

Family Planning Only Services is a limited benefit program that provides routine contraceptive-related services to low-income individuals who are at least 15 years of age who are otherwise not eligible for Wisconsin Medicaid or BadgerCare Plus. There is no upper age limit for Family Planning Only Services enrollment as long as the member is of childbearing age. Members receiving Family Planning Only Services must be receiving routine contraceptive-related services.

The goal of Family Planning Only Services is to provide members with information and services to assist them in preventing pregnancy, making BadgerCare Plus enrollment due to pregnancy less likely. Providers should explain the purpose of Family Planning Only Services to members and encourage them to contact their certifying agency to determine their enrollment options if they are not interested in, or do not need, contraceptive services.

Members enrolled in Family Planning Only Services receive routine services to prevent or delay pregnancy and are not eligible for other services (e.g., PT (physical therapy) services, dental services). Even if a medical condition is discovered during a family planning visit, treatment for the condition is not covered under Family Planning Only Services unless the treatment is identified in the list of [allowable procedure codes](#) for Family Planning Only Services.

Members are also not eligible for certain other services that are covered under the Wisconsin Medicaid and BadgerCare Plus family planning benefit (e.g., mammograms and hysterectomies). If a medical condition, other than an STD (sexually transmitted disease), is discovered during contraceptive-related services, treatment for the medical condition is not covered under Family Planning Only Services.

Colposcopies and treatment for STDs are only covered through Family Planning Only Services if they are determined medically necessary during routine contraceptive-related services. A colposcopy is a covered service when an abnormal result is received from a pap test, prior to the colposcopy, while the member is enrolled in Family Planning Only Services and receiving contraceptive-related services.

Family Planning Only Services members diagnosed with cervical cancer, precancerous conditions of the cervix, or breast cancer may be eligible for Wisconsin Well Woman Medicaid. Providers should assist eligible members with the enrollment process for Well Woman Medicaid.

Providers should inform members about other service options and provide referrals for care not covered by Family Planning Only Services.

Temporary Enrollment for Family Planning Only Services

Members whose providers are submitting an initial Family Planning Only Services application on their behalf and who meet the enrollment criteria may receive routine contraceptive-related services immediately through TE (temporary enrollment) for Family Planning Only Services for up to two months. Services covered under the TE for Family Planning Only Services are the same as those covered under Family Planning Only Services and must be related to routine contraceptive management.

To determine enrollment for Family Planning Only Services, providers should use the income limit for 300 percent of the [FPL \(Federal Poverty Level\)](#).

TE for Family Planning Only Services providers may issue white paper TE for Family Planning Only Services identification cards for members to use until they receive a ForwardHealth identification card. Providers should remind members that the benefit is

temporary, despite their receiving a ForwardHealth card.

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.
- 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, HP (Hewlett-Packard).

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 Expansion for Certain Pregnant Women.
- EE (Express Enrollment) for Children.
- EE for Pregnant Women.
- Family Planning Only Services, including TE (Temporary Enrollment) 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 BadgerCare Plus Expansion for Certain Pregnant Women, 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 the EVS (Wisconsin's 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 #10217

Members Enrolled in the Wisconsin Well Woman

Program and the BadgerCare Plus Basic Plan

Women may be enrolled in the WWWP (Wisconsin Well Woman Program) and the BadgerCare Plus Basic Plan at the same time. Women who are diagnosed with breast cancer or cervical cancer while enrolled in WWWP are eligible to be enrolled in WWWMA (Wisconsin Well Woman Medicaid) through the WWWP. WWWMA covers the same services as Wisconsin Medicaid; therefore, enrollment in WWWMA enables members to receive comprehensive treatment, including services not related to their diagnosis.

Once a woman is enrolled in WWWMA, she is no longer eligible for the Basic Plan.

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 #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.

Topic #262

Tuberculosis-Related Services-Only Benefit

The [TB-Only \(Tuberculosis-Related Services-Only\) Benefit](#) is a limited benefit category that allows individuals with TB (tuberculosis) infection or disease to receive covered TB-related outpatient services.

Topic #240

Wisconsin Well Woman Medicaid

Wisconsin Well Woman Medicaid provides full Medicaid benefits to underinsured or uninsured women ages 35 to 64 who have been screened and diagnosed by WWWP (Wisconsin Well Woman Program) or Family Planning Only Services, meet all other enrollment requirements, and are in need of treatment for any of the following:

- Breast cancer.
- Cervical cancer.
- Precancerous conditions of the cervix.

Services provided to women who are enrolled in WWWMA (Wisconsin Well Woman Medicaid) are reimbursed through Medicaid fee-for-service.

Members Enrolled into Wisconsin Well Woman Medicaid from Benchmark Plan or Core Plan

Women diagnosed with breast cancer or cervical cancer while enrolled in the BadgerCare Plus Benchmark Plan or BadgerCare Plus Core Plan are eligible to be enrolled in WWWMA. Wisconsin Well Woman Medicaid covers the same services as Wisconsin Medicaid and enables members to receive comprehensive treatment, including services not related to their diagnosis.

Women who are diagnosed with breast cancer, cervical cancer, or a precancerous condition of the cervix must have the diagnosis of their condition confirmed by one of the following Medicaid-certified providers:

- Nurse practitioners, for cervical conditions only.
- Osteopaths.
- Physicians.

Women with Medicare or other insurance that covers treatment for her cancer are not allowed to be enrolled into WWWMA.

Covered and Noncovered Services

Wisconsin Well Woman Medicaid covers the same services as Wisconsin Medicaid regardless of whether the service is related to her cancer treatment.

Reimbursement

Providers will be reimbursed for services provided to members enrolled in WWWMA at the Wisconsin Medicaid rate of reimbursement for covered services.

Copayments

There are no copayments for any Medicaid-covered service for WWWMA members who have been enrolled into WWWMA from the Benchmark or the Core Plan. Providers are required to reimburse members for any copayments members paid on or after the date of diagnosis while still enrolled in the Benchmark Plan or the Core Plan.

Enrollment Responsibilities

Topic #241

General Information

Members have certain responsibilities per [DHS 104.02](#), Wis. Admin. Code, and the [ForwardHealth Enrollment and Benefits \(P-00079 \(10/11\)\)](#) 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

Topic #246

Appealing Enrollment Determinations

Applicants and members have the right to appeal certain decisions relating to BadgerCare Plus or Medicaid 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 or Wisconsin Medicaid was denied.
- Application for BadgerCare Plus 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

If a claim is denied due to termination of 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
6406 Bridge Rd
Madison WI 53784-0050

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.

Topic #247

Freedom of Choice

Members may receive covered services from *any* willing Medicaid-certified 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

Topic #9357

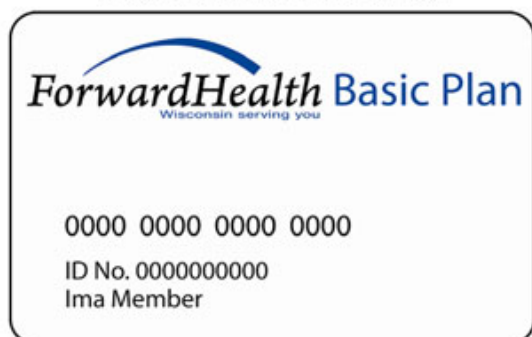
ForwardHealth Basic Plan Identification Cards

Members enrolled in the BadgerCare Plus Basic Plan will receive a [ForwardHealth Basic Plan card](#). All identification cards include the member's name and 10-digit member identification number. The identification cards may be used to verify a member's enrollment, but possession of an identification card does not guarantee enrollment. 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.

Providers should always check enrollment for a member who presents a ForwardHealth card to verify if the member is enrolled in the Basic Plan or in one of the other ForwardHealth programs. (Providers may use the same methods of enrollment verification under the Basic Plan as they do for other ForwardHealth programs such as Medicaid. These methods include the ForwardHealth Portal, WiCall, magnetic stripe readers, and the 270/271 (270/271 Health Care Eligibility/Benefit Inquiry and Information Response) transactions.) Members who present a ForwardHealth card or a ForwardHealth Basic Plan card may have been enrolled in a different plan since the card was issued. Providers should be careful to verify the plan in which the member is enrolled and know which services are covered under that plan.

Basic Plan members should call [Member Services](#) with questions about premiums and covered services. The ForwardHealth Basic Plan cards include the Member Services telephone number on the back.

Sample ForwardHealth Basic Plan Card



Topic #6977

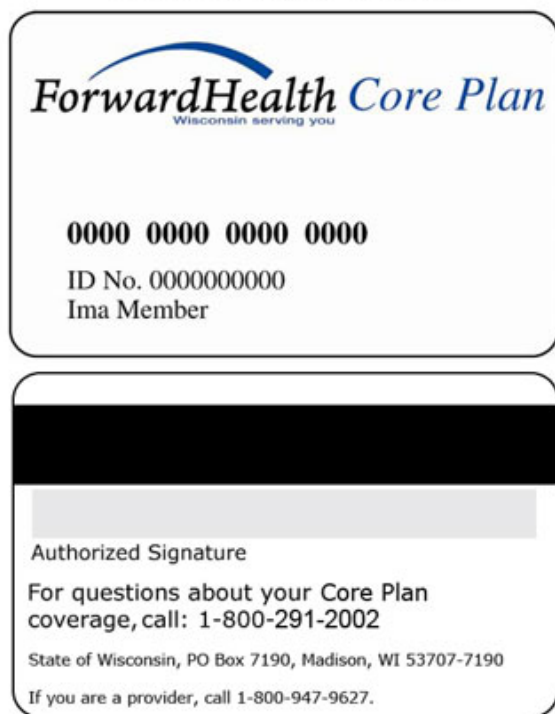
ForwardHealth Core Plan Identification Cards

Members enrolled in the BadgerCare Plus Core Plan will receive a [ForwardHealth Core Plan card](#). All identification cards include the member's name and 10-digit member identification number. The identification cards may be used to verify a member's enrollment, but possession of an identification card does not guarantee enrollment. 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.

Core Plan members should call [Member Services](#) with questions about enrollment criteria, HMO (health maintenance organization) enrollment, and covered services.

Providers should always check enrollment for a member who presents a ForwardHealth card to verify if the member is enrolled in the Core Plan or in one of the other ForwardHealth programs. Members who present a ForwardHealth card or a ForwardHealth Core Plan card may have been enrolled in a different plan since the card was issued. Providers should be careful to verify the plan in which the member is enrolled and know which services are covered under that plan.

Sample ForwardHealth Core Plan Card



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 #268

Temporary Enrollment for Family Planning Only Services Identification Cards

Qualified providers may issue white paper TE (Temporary Enrollment) for Family Planning Only Services identification cards for members to use temporarily until they receive a ForwardHealth identification card. The identification card is included with the TE for Family Planning Only Services Application (F-10119).

The TE for Family Planning Only Services identification cards have the following message printed on them: "Temporary Identification Card for Temporary Enrollment for Family Planning Only Services." Providers should accept the white TE for Family Planning Only Services identification cards as proof of enrollment for the dates provided on the cards and are encouraged to keep a photocopy of the card.

Topic #267

Temporary Express Enrollment Cards

There are two types of temporary EE (Express Enrollment) identification cards. One is issued for pregnant women and the other for children that are enrolled in BadgerCare Plus through EE. The EE cards are valid for 14 days. [Samples of temporary EE cards](#) for children and pregnant women are available.


Providers may assist pregnant women with filling out an application for temporary ambulatory prenatal care benefits through the online EE process. EE identification cards are included on the bottom portion of the enrollment notice that is printed out and provided to the member after the online enrollment process is completed.

The paper application may also be used to apply for temporary ambulatory prenatal benefits for pregnant women. A beige paper identification card is attached to the last page of the application and provided to the woman after she completes the enrollment process.

The online EE process is also available for adults to apply for full BadgerCare Plus benefits for children. EE identification cards are included on the bottom portion of the enrollment notice that is printed out and provided to the member after the online enrollment process is completed. This temporary identification card is different, since providers may see more than one child listed if multiple children in one household are enrolled through EE. However, each child will receive his or her own ForwardHealth card after the application is submitted.


Each member who is enrolled through EE will receive a ForwardHealth card usually within three business days after the EE application is submitted and approved. To ensure children and pregnant women receive needed services in a timely manner, providers should accept the printed paper EE cards for children and either the printed paper EE card or the beige identification cards for pregnant women as proof of enrollment for the dates provided on the cards. Providers may use Wisconsin's EVS (Enrollment Verification System) to verify enrollment for DOS (dates of service) after those printed on the card. Providers are encouraged to keep a photocopy of the card.

Sample Express Enrollment Cards


Which benefit?	Status of your benefits?
 <p>BadgerCare Plus temporary enrollment for pregnant women</p>	<p>You applied for BadgerCare Plus Express Enrollment on 06/26/2008. You are temporarily enrolled in BadgerCare Plus for outpatient pregnancy-related services. Your enrollment will end on or before 07/31/2008. To learn more, see your Rights and Responsibilities.</p> <p>To get regular BadgerCare Plus or Wisconsin Medicaid, you must apply online, by mail or in person:</p> <ul style="list-style-type: none"> Online at http://access.wi.gov By mail or in person at: Dane County Job Center 1819 Aberg Ave. Madison, WI 53704 (608) 242-7400

To learn more, see your Rights and Responsibilities.

<p>To the Provider</p> <p>The individual listed has been temporarily enrolled through BadgerCare Plus Express Enrollment in accordance with Wis. Stat. s. 49.471. This card entitles this individual to receive pregnancy related outpatient care including pharmacy services through BadgerCare Plus from any certified BadgerCare Plus provider for the period specified on this card. (See card effective dates.) For additional information, call Provider Services at (800) 947-9627 or see the All Provider Handbook.</p> <p>NOTE:</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 during the temporary enrollment period, including the prohibition against billing recipients. Refer to the All Provider 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 AND FAMILY SERVICES</p> <p>IDENTIFICATION CARD FOR TEMPORARY ENROLLMENT IN BADGERCARE PLUS FOR PREGNANT WOMEN</p>  <p>Name: Jane Smith ID Number: 0454782131</p> <p>Effective Dates: 06/26/2008- 07/31/2008</p>
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Which benefit?	Status of your benefits?
 <p>BadgerCare Plus temporary enrollment for children</p>	<p>You applied for BadgerCare Plus Express Enrollment on 06/26/2008. The following individual(s) is/are temporarily enrolled in BadgerCare Plus:</p> <ul style="list-style-type: none"> Joe Smith Sara Smith <p>This temporary enrollment will end on or before 07/31/2008. To learn more, see your Rights and Responsibilities. In order to continue receiving BadgerCare Plus you must apply through one of the following methods:</p> <ul style="list-style-type: none"> Online at http://access.wi.gov By mail or in person at: Dane County Job Center 1819 Aberg Ave. Madison, WI 53704 (608) 242-7400

To learn more, see your Rights and Responsibilities.

<p>To the Provider</p> <p>The children listed have been temporarily enrolled through BadgerCare Plus Express Enrollment in accordance with Wis. Stat. s. 49.471. This card entitles this individual to receive services through BadgerCare Plus from any certified BadgerCare Plus provider for the period specified on this card. (See card effective dates.) For additional information, call Provider Services at (800) 947-9627 or see the All Provider Handbook.</p> <p>NOTE:</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 during the temporary enrollment period, including the prohibition against billing recipients. Refer to the All Provider 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 AND FAMILY SERVICES</p> <p>IDENTIFICATION CARD FOR TEMPORARY ENROLLMENT IN BADGERCARE PLUS FOR CHILDREN</p>  <table style="width: 100%;"> <tr> <td style="width: 50%;">Name:</td> <td style="width: 50%;">ID Number:</td> </tr> <tr> <td>Joe Smith</td> <td>0321434543</td> </tr> <tr> <td>Sara Smith</td> <td>0787451231</td> </tr> </table> <p>Effective Dates: 06/26/2008- 07/31/2008</p>	Name:	ID Number:	Joe Smith	0321434543	Sara Smith	0787451231
Name:	ID Number:						
Joe Smith	0321434543						
Sara Smith	0787451231						

Topic #270

Temporary ForwardHealth Identification Cards

All Medicaid certifying agencies have the authority to issue [green paper temporary identification cards](#) to applicants who meet enrollment requirements. Temporary cards are usually issued only when an applicant is in need of medical services prior to receiving the ForwardHealth card. Providers should accept temporary cards as proof of enrollment. Eligible applicants may receive covered services for the dates shown on the card.


Providers are encouraged to keep a photocopy of the temporary card and should delay submitting claims for one week from the enrollment start date until the enrollment information is transmitted to ForwardHealth.

ForwardHealth accepts properly completed and submitted claims for covered services provided to applicants possessing a temporary card as long as the DOS (date of service) is within the dates shown on the card.

If a claim is denied with an enrollment-related explanation, even though the provider verified the member's enrollment before providing the service, a [good faith claim](#) may be submitted.

Sample Temporary Medicaid Card

THIS IS YOUR NEW ID CARD. IT IS VALID FOR THE DATES SHOWN.
SEPARATE IT FROM THE REST OF THE FORM BY TEARING ALONG THE DOTTED LINES.

AGENCY		ELIGIBLE FOR DATES		
ID NUMBER	ELIGIBLE RECIPIENT	BIRTHDATE	SEX	OTHER COVERAGE
				

OUT-OF-STATE NON-EMERGENCY SERVICES REQUIRE PRIOR AUTHORIZATION.
YOUR PROVIDER MUST WRITE TO:
WISCONSIN MEDICAID
OUT-OF-STATE PRIOR AUTHORIZATION
STE 88
6406 BRIDGE RD
MADISON WI 53784-0088

SERIAL NO. FXXXXXX VOID

WISCONSIN MEDICAID
RECIPIENT SERVICES
PO BOX 6678
MADISON WI 53716-0678

NOTICE TO PROVIDERS:

THIS TEMPORARY MEDICAID IDENTIFICATION CARD IS BEING USED WHILE MEDICAID ELIGIBILITY IS PROCESSED FOR THE FOSTER CHILD NAMED ON THE FRONT. THE INFORMATION ON THIS CARD IS MANUALLY COMPLETED BY THE FOSTER CARE AGENCY, AND THE CARD WILL OFTEN BE PRESENTED BEFORE THE ELIGIBILITY INFORMATION IS TRANSMITTED TO THE MEDICAID FISCAL AGENT. ELIGIBILITY IS GUARANTEED FOR THE DATES SHOWN ON THE FRONT AND IT IS IMPORTANT TO PROVIDE SERVICES WHEN THIS CARD IS PRESENTED. REFER TO THE ALL-PROVIDER HANDBOOK FOR FURTHER INFORMATION REGARDING THE TEMPORARY IDENTIFICATION CARD. PROVIDERS ARE ENCOURAGED TO KEEP A PHOTOCOPY OF THIS CARD.

NOTICE TO CARDHOLDERS:

THIS IS A TEMPORARY MEDICAID IDENTIFICATION CARD FOR THE CHILD IN YOUR CARE. IT IS VALID FOR THE DATES SHOWN ON THE FRONT. KEEP THIS CARD WITH YOU UNTIL IT EXPIRES OR UNTIL YOU RECEIVE A REPLACEMENT IDENTIFICATION CARD FOR THE CHILD.

FOR QUESTIONS REGARDING:
MEDICAID ELIGIBILITY, CALL THE CERTIFYING FOSTER CARE AGENCY.
MEDICAID SERVICES COVERAGE, CALL 1-800-362-3002 (TTY AVAILABLE).

Void

Topic #1435

Types of Identification Cards

ForwardHealth members receive an identification card upon initial eligibility determination. Identification cards may be in any of the following formats:

- White plastic ForwardHealth cards.
- White plastic ForwardHealth Core Plan cards.
- White plastic ForwardHealth Basic Plan cards.
- White plastic SeniorCare cards.
- Green paper temporary cards.
- Paper printout temporary card for EE (Express Enrollment) for children.
- Paper printout temporary card for EE for pregnant women.
- Beige paper temporary card for EE for pregnant women.

- White paper TE (Temporary Enrollment) for Family Planning Only Services cards.

Misuse and Abuse of Benefits

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 #272

Notifying ForwardHealth

Providers are required to notify ForwardHealth if they have reason to believe that a person is misusing or abusing BadgerCare Plus or Medicaid benefits 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 doing so. A provider may not confiscate a ForwardHealth card from a member in question.

If a provider suspects that a member is abusing his or her benefits or misusing his or her ForwardHealth card, providers are required to notify ForwardHealth by calling [Provider Services](#) or by writing to the following office:

Division of Health Care Access and Accountability
Bureau of Program Integrity
PO Box 309
Madison WI 53701-0309

ForwardHealth monitors member records and can impose sanctions on those who misuse or abuse their benefits. For more information on member misuse and abuse and the resulting sanctions, refer to s. 49.49, Wis. Stats.

Topic #274

Pharmacy Services Lock-In Program

Information is available for [DOS \(dates of service\) before April 1, 2011](#).

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 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, 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 Certified by Wisconsin Medicaid

To prescribe restricted medications for Pharmacy Services Lock-In Program members, prescribers are required to be [certified by Wisconsin Medicaid](#). Certification for the Pharmacy Services Lock-In Program is not separate from certification by 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

Information is available for [DOS \(dates of service\) before April 1, 2011](#).

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 certified by 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.

Exceptions

Certain exceptions will be made regarding Pharmacy Services Lock-In Program requirements. The following are exempt from Pharmacy Services Lock-In Program requirements:

- Out-of-state providers who are not certified by Wisconsin Medicaid.
- Administration of drugs during an emergency room visit.

If a member enrolled in the Pharmacy Services Lock-In Program presents a prescription for a restricted medication from an emergency room visit or an out-of-state provider, the pharmacist at the Lock-In pharmacy must attempt to contact the Lock-In prescriber to verify the appropriateness of filling the prescription. If the pharmacy provider is unable to contact the Lock-In prescriber, the pharmacist should use his or her professional judgment to determine whether or not the prescription should be filled. If the prescription is filled, the claim must be submitted on paper using the [Pharmacy Special Handling Request \(F-13074 \(04/11\)\)](#) form.

The ForwardHealth emergency medication dispensing policy does not apply to the Pharmacy Services Lock-In Program. Drugs dispensed in an emergency to Pharmacy Services Lock-In Program members are nonreimbursable services except as noted above. Providers cannot collect payment from Pharmacy Services Lock-In Program members for nonreimbursable services.

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

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 certified 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 outpost site for a determination of BadgerCare Plus enrollment. Providers may complete the [Certification of Emergency for Non-U.S. Citizens \(F-1162 \(02/09\)\)](#) 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 #724

Out-of-State Youth Program

The OSY (Out-of-State Youth) program is responsible for health care services provided to Wisconsin children placed outside the state in foster and subsidized adoption situations. These children are eligible for coverage. The objective is to assure that these children receive quality medical care.

Out-of-state providers not located in border-status-eligible communities may qualify as border-status providers if they deliver services as part of the OSY program. However, providers who have border status as part of the OSY program are reimbursed only for services provided to the specific foster care or subsidized adopted child. In order to receive reimbursement for services provided to other members, the provider is required to follow rules for out-of-state noncertified providers.

For subsidized adoptions, benefits are usually determined through the adoption assistance agreement and are provided by the state where the child lives. However, some states will not provide coverage to children with state-only funded adoption assistance. In these cases, Wisconsin will continue to provide coverage.

OSY providers are subject to the same regulations and policies as other certified border-status providers. For more information about the OSY program, call [Provider Services](#) or write to ForwardHealth at the following address:

ForwardHealth
Out-of-State Youth
Ste 50
6406 Bridge Rd
Madison WI 53784-0050

Topic #278

Persons Detained by Legal Process

Most individuals detained by legal process are *not* eligible for BadgerCare Plus or Wisconsin Medicaid benefits. Only those individuals who qualify for the [BadgerCare Plus Expansion for Certain Pregnant Women](#) may receive benefits.

"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. The justice system oversees health care-related needs for individuals detained by legal process who do not qualify for the BadgerCare Plus Expansion for Certain Pregnant Women.

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-certified provider for a covered service during the period of retroactive enrollment, according to [DHS 104.01\(11\)](#), Wis. Admin. Code. A Medicaid-certified provider is required to submit claims to Medicaid 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 Medicaid *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 \(07/08\)\)](#) 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

7

Archive Date:03/01/2012

Prior Authorization:"Not Otherwise Classified" Procedure Codes

Topic #1781

"Not Otherwise Classified" Procedure Codes

PA (prior authorization) is required for "not otherwise classified" procedure codes. Requests must be submitted on the [PA/RF \(Prior Authorization Request Form, F-11018 \(10/08\)\)](#). Use the following process when submitting a PA/RF for "not otherwise classified" procedure codes:

- Include a description of each item with specific detail to allow Wisconsin Medicaid to determine the maximum allowable reimbursement. The description must include the manufacturer's item description (e.g., name and model number), and the number of items (e.g., two wheels, four bearings).
- Always indicate a quantity of "1.0" in Element 22 of the PA/RF. If requesting two identical items within a not otherwise classified procedure code, identify this as a "pair" or bilateral in the description. If requesting a series of items (e.g., serial splints) include the number of splints in the description and a quantity of "1.0" in Element 22 of the PA/RF.

The approved PA/RF indicates the maximum allowable reimbursement in Element 23 of the form. If one or more items are approved under one "not otherwise classified" code, procedure code modifiers (U1 through UD) are assigned to Element 19 to each approved item on the PA/RF.

If a "not otherwise classified" procedure code is assigned a modifier, the same modifier must be used by the provider billing the service.

Back-up Durable Medical Equipment

Topic #1780

Back-up Durable Medical Equipment

For back-up or secondary DME (durable medical equipment), the following PA (prior authorization) requirements apply:

- When requesting PA for two identical or similar pieces of DME on the same PA request, the provider is required to indicate the pieces of DME on separate detail lines using the "TW" modifier with the back-up or secondary piece of DME.
- If the provider has already had PA granted for the primary DME and is requesting a back-up or secondary piece of identical or similar DME, the provider is required to submit a new PA request with both pieces of DME included on separate detail lines. On the new PA request, the provider is required to request an end date for the primary DME on the old PA. PA requests not meeting these conditions will be returned.
- The PA approval criteria that apply to the primary DME, also apply to the back-up or secondary DME.

Compression Garments

Topic #11717

Prior Authorization for Burn and Gradient Compression Garments

In this topic, the term "[compression garments](#)" is used to refer to both gradient compression garments and compression burn garments, unless otherwise stated.

ForwardHealth requires PA (prior authorization) for compression garments in the following situations:

- When life expectancy has been exceeded (i.e., when greater than three garments per procedure code, per rolling 12 months for gradient compression garments or greater than eight garments per rolling 12 months for compression burn garments are medically necessary).
- When the member's [diagnosis](#) is other than a diagnosis for which billing is allowed without PA.

When submitting a PA request for compression garments, providers are required to include the following:

- [PA/RF \(Prior Authorization Request Form, F-11018 \(10/08\)\)](#).
- [PA/DMEA \(Prior Authorization/Durable Medical Equipment Attachment, F-11030 \(10/08\)\)](#).
- Member's diagnosis or medical condition.
- Copy of the signed and dated [physician's prescription](#).
- Description of the service to be provided.
- Type of compression garment.
- Modifier "RT," "LT," or "RA," when applicable.
- Clinical information, including the following:
 - Specific documented measurements required for the garment ordered (this information may be found on the manufacturer's order form).
 - Date(s) on which measurements were taken.
 - Appropriate periodic circumferential measurements, using consistent units of measurement (e.g., centimeters used at every measurement).
 - Reasons why life expectancy has been exceeded.
 - Reasons related to diagnosis (i.e., for diagnoses other than those for which billing is allowed without PA and those for which compression garments are contraindicated or should be used with caution).

Modifiers

Providers are required to include modifier "RT" and/or "LT" on PA requests submitted for procedure codes A6504 to A6508, A6530 to A6538, A6545, A6549, and S8420 to S8429. These procedure codes are incomplete without modifier "RT" or "LT."

Providers are reminded that if the above PA request submission requirements are not followed, the request will be returned for the missing or appropriate information.

If a provider is replacing a member's compression garment using measurements currently on file, the provider is required to use the "RA" modifier. However, if the garment is being replaced based on new measurements, even if there is no change to the measurements currently on file, the providers should not use the "RA" modifier.

Decisions

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.

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 \(10/08\)\)](#), [PA/DRF \(Prior Authorization/Dental Request Form, F-11035 \(10/08\)\)](#), or [PA/HIAS1 \(Prior Authorization for Hearing Instrument and Audiological Services 1, F-11020 \(10/08\)\)](#).
- 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>

<RecipAddressLine1>

<RecipAddressLine2>

<RecipCity> <RecipStateZip>

Member Identification Number:

<XXX-XX-XXXXXX>

Local County or Tribal Agency

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
XXXXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX
XXXXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX

<DeniedServiceNN>

Modified Services

Service Code	Modifier	Service Description	Unit	Dollar
XXXXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX
XXXXXXXXXXXX	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>
 <RecipAddressLine1>
 <RecipAddressLine2>
 <RecipCity> <RecipStateZip>

Member Identification Number:
 <XXX-XX-XXXXXX>
 Local County or Tribal Agency
 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
XXXXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX
XXXXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX
<DeniedServiceNN>				

Modified Services

Service Code	Modifier	Service Description	Unit	Dollar
XXXXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX
XXXXXXXXXXXX	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.

Diabetic Supplies

Topic #8957

Requesting Prior Authorization for Non-Preferred Diabetic Supplies

Providers may submit PA (prior authorization) requests for non-preferred products. To receive PA for non-preferred products, members are required to try and fail on at least one product by each of the preferred manufacturers.

Providers must submit a PA request using the [Prior Authorization Drug Attachment for Diabetic Supplies \(F-00239 \(04/10\)\)](#). PA requests may be submitted using the ForwardHealth Portal or by fax or mail.

For PA requests submitted by fax or mail, the following information must be submitted:

- A [PA/RF \(Prior Authorization Request Form, F-11018 \(10/08\)\)](#).
- A Prior Authorization Drug Attachment for Diabetic Supplies.
- Any supporting documentation.

Once the PA request is approved, the member may go to any certified provider to obtain the prior authorized supplies. As a result, the member's PA does not need to be enddated when the member changes providers.

Non-preferred diabetic supplies are not covered for members enrolled in the BadgerCare Plus Benchmark Plan or BadgerCare Plus Core Plan. PA requests submitted for non-preferred diabetic supplies for members enrolled in the Benchmark Plan or Core Plan will be returned to the providers unprocessed. Members do not have appeal rights for noncovered diabetic supplies.

Emergent and Urgent Situations

Topic #429

Emergency Services

In emergency situations, the PA (prior authorization) requirement may be waived for services that normally require PA. Emergency services are defined in [DHS 101.03\(52\)](#), Wis. Admin. Code, as "those services which are necessary to prevent the death or serious impairment of the health of the individual."

Reimbursement is not guaranteed for services that normally require PA that are provided in emergency situations. As with all covered services, emergency services must meet all [program requirements](#), including medical necessity, to be reimbursed by Wisconsin Medicaid. For example, reimbursement is contingent on, but not limited to, eligibility of the member, the circumstances of the emergency, and the medical necessity of the services provided.

Wisconsin Medicaid will not reimburse providers for noncovered services provided in any situation, including emergency situations.

Topic #430

Urgent Services

Telephone consultations with DHCAA (Division of Health Care Access and Accountability) staff regarding a prospective PA (prior authorization) request can be given only in urgent situations when medically necessary. An urgent, medically necessary situation is one where a delay in authorization would result in undue hardship for the member or unnecessary costs for Medicaid as determined by the DHCAA. All telephone consultations for urgent services should be directed to the Quality Assurance and Appropriateness Review Section at (608) 266-2521. Providers should have the following information ready when calling:

- Member's name.
- Member identification number.
- Service(s) needed.
- Reason for the urgency.
- Diagnosis of the member.
- Procedure code of the service(s) requested.

Providers are required to submit a PA request to ForwardHealth within 14 calendar days after the date of the telephone consultation. PA may be denied if the request is received more than two weeks after the consultation. If the PA request is denied in this case, the provider cannot request payment from the member.

Follow-Up to Decisions

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. If the provider submitted the amendment request via the ForwardHealth Portal, the decision notice letter or returned amendment provider review letter will be sent to the provider via the Portal.

If the provider submitted an amendment request 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 provider submitted a paper amendment request via mail or fax and does not have a Portal account, the decision notice letter or returned amendment provider review letter will be sent to the address indicated in the provider's file as his or her PA (prior authorization) address (or to the physical address if there is no PA address on file), *not* to the address the provider wrote on the amendment request.

Neither the decision notice letter nor the returned amendment provider review letter will be faxed back to providers who submitted their paper amendment request via fax. Providers who submitted their paper amendment request via fax will receive the decision notice letter or returned amendment provider review letter via mail.

Topic #431

Amendments

Providers are required to use the [Prior Authorization Amendment Request \(F-11042 \(10/08\)\)](#) 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 #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
6406 Bridge Rd
Madison WI 53784-0050

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
6406 Bridge Rd

Madison WI 53784-0088

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>

<RecipAddressLine1>

<RecipAddressLine2>

<RecipCity> <RecipStateZip>

Member Identification Number:

<XXX-XX-XXXXXX>

Local County or Tribal Agency

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
XXXXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX
XXXXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX
<DeniedServiceNN>				

Modified Services

Service Code	Modifier	Service Description	Unit	Dollar
XXXXXXXXXXXX	XX XX XX XX	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXX.XX	XXXXX.XX
XXXXXXXXXXXX	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 \(10/08\)\)](#) 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

Topic #960

An Overview

Depending on the service being requested, most PA (prior authorization) requests must be comprised of the following:

- The [PA/RP \(Prior Authorization Request Form, F-11018 \(10/08\)\)](#), [PA/DRF \(Prior Authorization/Dental Request Form, F-11035 \(10/08\)\)](#), or [PA/HIAS1 \(Prior Authorization for Hearing Instrument and Audiological Services 1, F-11020 \(10/08\)\)](#).
- A service-specific PA attachment(s).
- Additional supporting clinical documentation.

Topic #446

Attachments

In addition to the [PA/RP \(Prior Authorization Request Form, F-11018 \(10/08\)\)](#), [PA/HIAS1 \(Prior Authorization for Hearing Instrument and Audiological Services 1, F-11020 \(10/08\)\)](#), or [PA/DRF \(Prior Authorization/Dental Request Form, F-11035 \(10/08\)\)](#), 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 #1831

Prior Authorization/Durable Medical Equipment Attachment

The purpose of the [PA/DMEA \(Prior Authorization/Durable Medical Equipment Attachment, F-11030 \(10/08\)\)](#) is to document the medical necessity of DME (durable medical equipment) requiring PA.

Prior Authorization/Oxygen Attachment

The purpose of the [PA/OA \(Prior Authorization/Oxygen Attachment, F-11066 \(10/08\)\)](#) is to document the medical necessity of respiratory equipment requiring PA.

The following are reminders about the PA/OA:

- Element 13 is optional unless the height and weight of the member are related to the respiratory diagnosis.
- Element 18 requires providers to demonstrate the medical necessity of oxygen by indicating the diagnosis code *and* the specific description of the respiratory diagnosis that accurately describes the member's condition. Past experience has shown a high likelihood of providers indicating an incorrect diagnosis code related to oxygen use when only the diagnosis code is indicated in Element 18.

- Element 25 is used to explain the individual's conditions or symptoms and the need for oxygen that is not already provided elsewhere on the PA/OA. For example, it would not be necessary to indicate in this element that a member has a chronic condition such as a diagnosis of congestive heart failure and has an oxygen saturation level of 85 percent at rest, since that information would already be indicated in Elements 18 and 19.

However, the provider should use Element 25 to explain the special needs of the child receiving oxygen, or to indicate that the member experiences seizures. If the member was on oxygen at the time the test was taken, this also should be noted in Element 25.

The rendering provider is required to provide documentation in the member's medical record that supports the information given in Element 25 of the PA/OA and the medical necessity for oxygen services.

Record of Actual Daily Oxygen Use

The [Record of Actual Daily Oxygen Use \(F-11067 \(10/08\)\)](#) must be submitted with the PA/RF and the PA/OA for respiratory equipment requiring PA when the member resides in a nursing home.

Topic #9157

Prior Authorization Drug Attachment for Diabetic Supplies

The purpose of the [Prior Authorization Drug Attachment for Diabetic Supplies \(F-00239 \(04/10\)\)](#) form is to document the medical necessity of non-preferred diabetic supplies.

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
6406 Bridge Rd
Madison WI 53784-0003

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 \(10/08\)\)](#) 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 \(10/08\)\)](#) 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 #1832

Prior Authorization Request Form Completion Instructions for Durable Medical Equipment

Information is available for [DOS \(dates of service\) before January 1, 2012](#).

A [sample PA/Rf for DME \(durable medical equipment\)](#) is available.

ForwardHealth requires certain information to enable the programs to authorize and pay for medical services provided to eligible members.

Members of ForwardHealth are required to give providers full, correct, and truthful information for the submission of correct and complete claims for reimbursement. This information should include, but is not limited to, information concerning enrollment status, accurate name, address, and member identification number ([DHS 104.02\[4\]](#), Wis. Admin. Code).

Under s. [49.45\(4\)](#), Wis. Stats., 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 (prior authorization) requests, or processing provider claims for reimbursement. The use of the [PA/Rf \(Prior Authorization Request Form, F-11018 \(10/08\)\)](#) is mandatory to receive PA for 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 PA requests, along with the [PA/DMEA \(Prior Authorization/Durable Medical Equipment Attachment, F-11030 \(10/08\)\)](#) by fax to ForwardHealth at (608) 221-8616 or by mail to the following address:

ForwardHealth
Prior Authorization
Ste 88
6406 Bridge Rd
Madison WI 53784-0088

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" and Wisconsin Chronic Disease Program (WCDP)**

Enter an "X" in the box next to HealthCheck "Other Services" if the services requested on the PA/RF are for HealthCheck "Other Services." Enter an "X" in the box next to WCDP (Wisconsin Chronic Disease Program) if the services requested on the PA/RF are for a WCDP member.

Element 2 — Process Type

Enter the appropriate three-digit process type from the list below. The process type is a three-digit code used to identify a category of service requested. Use process type 999 (Other) only if the requested category of service is not found in the list. PA requests will be returned without adjudication if no process type is indicated.

- 130 — DME (wheelchairs, accessories, home health equipment)
- 139 — DME (respiratory equipment)
- 140 — DME (orthotics, footwear, prosthetics)
- 999 — Other (use only if the requested category or service is not listed above)

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 name and complete address (street, city, state, and ZIP+4 code) of the billing provider. 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 provider name listed in Element 4.

Element 5b — Billing Provider Taxonomy Code

Enter the national 10-digit alphanumeric taxonomy code that corresponds to the NPI in Element 5a.

SECTION II — MEMBER INFORMATION**Element 6 — Member Identification Number**

Enter the member ID. Do not enter any other numbers or letters. Use the ForwardHealth identification card or the EVS (Wisconsin's Enrollment Verification System) to obtain the correct number.

Element 7 — Date of Birth — Member

Enter the member's date of birth in MM/DD/CCYY format.

Element 8 — Address — Member

Enter the complete address of the member's place of residence, including the street, city, state, and ZIP code. If the member is a resident of a nursing home or other facility, include the name of the nursing home or facility.

Element 9 — 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 10 — Gender — Member

Enter an "X" in the appropriate box to specify male or female.

SECTION III — DIAGNOSIS / TREATMENT INFORMATION**Element 11 — Diagnosis — Primary Code and Description**

Enter the appropriate ICD-9-CM (International Classification of Diseases, Ninth Revision, Clinical Modification) diagnosis code and description most relevant to the service/procedure requested.

Element 12 — Start Date — SOI (not required)**Element 13 — First Date of Treatment — SOI (not required)****Element 14 — Diagnosis — Secondary Code and Description**

Enter the appropriate secondary ICD-9-CM diagnosis code and description relevant to the service/procedure requested, if applicable.

Element 15 — Requested PA Start Date (not required)**Element 16 — Rendering Provider Number (not required)****Element 17 — Rendering Provider Taxonomy Code (not required)****Element 18 Procedure Code**

Enter the appropriate HCPCS (Healthcare Common Procedure Coding System) code for each service/procedure/item requested.

Element 19 — Modifiers

Enter the modifier(s) corresponding to the procedure code listed if a modifier is required.

Element 20 — POS

Enter the appropriate POS (place of service) code designating where the requested service/procedure/item would be provided/performed/dispensed.

Element 21 — Description of Service

Enter a written description corresponding to the appropriate HCPCS code for each service/procedure/item requested.

Element 22 — QR

Enter the appropriate quantity (e.g., number of services) requested for the procedure code listed.

Element 23 — Charge

Enter the provider's usual and customary charge for each service/procedure/item requested. If the quantity 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 the DHS (Department of Health Services).

Element 24 — Total Charges

Enter the anticipated total charges for this request.

Element 25 — Signature — Requesting Provider

The original signature of the provider requesting/performing/dispensing this service/procedure/item must appear in this element.

Element 26 — Date Signed

Enter the month, day, and year the PA/RF was signed (in MM/DD/CCYY format).

Instructions for Pharmacy Services and Diabetic Supplies

A [sample PA/RF \(Prior Authorization Request Form\)](#) for pharmacy services and diabetic supplies is available.

ForwardHealth requires certain information to enable the programs to authorize and pay for medical services provided to eligible members.

Members of ForwardHealth are required to give providers full, correct, and truthful information for the submission of correct and complete claims for reimbursement. This information should include, but is not limited to, information concerning enrollment status, accurate name, address, and member identification number ([DHS 104.02\[4\]](#), Wis. Admin. Code).

Under s. [49.45\(4\)](#), Wis. Stats., 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 (prior authorization) requests, or processing provider claims for reimbursement. The use of the [PA/RF \(Prior Authorization Request Form, F-11018\(10/08\)\)](#) is mandatory to receive PA for 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 PA requests, along with all applicable service-specific attachments, via the ForwardHealth Portal, by fax to ForwardHealth at (608) 221-8616, or by mail to the following address:

ForwardHealth
Prior Authorization
Ste 88
6406 Bridge Rd
Madison WI 53784-0088

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" and Wisconsin Chronic Disease Program (WCDP)

Enter an "X" in the box next to HealthCheck "Other Services" if the services requested on the PA/RF are for HealthCheck "Other Services." Enter an "X" in the box next to WCDP (Wisconsin Chronic Disease Program) if the services requested on the PA/RF are for a WCDP member.

Element 2 — Process Type

Enter the process type 131 — Drugs. 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 name and complete address (street, city, state, and ZIP+4 code) of the billing provider. Providers are required to include both the ZIP code and the 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 provider

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.

SECTION II — MEMBER INFORMATION

Element 6 — Member Identification Number

Enter the member ID. Do not enter any other numbers or letters. Use the ForwardHealth identification card or Wisconsin's EVS (Enrollment Verification System) to obtain the correct number.

Element 7 — Date of Birth — Member

Enter the member's date of birth in MM/DD/CCYY format.

Element 8 — Address — Member

Enter the complete address of the member's place of residence, including the street, city, state, and ZIP code. If the member is a resident of a nursing home or other facility, include the name of the nursing home or facility.

Element 9 — 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 10 — Gender — Member

Enter an "X" in the appropriate box to specify male or female.

SECTION III — DIAGNOSIS / TREATMENT INFORMATION

Element 11 — Diagnosis — Primary Code and Description

Enter the appropriate ICD-9-CM (International Classification of Diseases, Ninth Revision, Clinical Modification) diagnosis code and description most relevant to the service/procedure requested.

Element 12 — Start Date — SOI (not required)

Element 13 — First Date of Treatment — SOI (not required)

Element 14 — Diagnosis — Secondary Code and Description

Enter the appropriate secondary ICD-9-CM diagnosis code and description relevant to the service/procedure requested, if applicable.

Element 15 — Requested PA Start Date

Enter the requested start DOS (date of service) in MM/DD/CCYY format, if a specific start date is requested.

Element 16 — Rendering Provider Number

Enter the prescribing provider's NPI.

Element 17 — 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 18 — Procedure Code

Enter the appropriate NDC (National Drug Code) for each service/procedure/item requested.

Element 19 — Modifiers

Enter the modifier(s) corresponding to the service code listed if a modifier is required.

Element 20 — POS

Enter the appropriate place of service code designating where the requested item would be provided/performed/dispensed.

Element 21 — Description of Service

Enter a written description corresponding to the appropriate NDC for each item requested.

Element 22 — QR

Enter the appropriate quantity (e.g., days' supply) requested for the procedure code listed.

Element 23 — Charge

Enter the provider's usual and customary charge for each service/procedure/item requested. If the quantity 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 the DHS (Department of Health Services).

Element 24 — Total Charges

Enter the anticipated total charges for this request.

Element 25 — Signature — Requesting Provider

The original signature of the provider requesting/performing/dispensing this service/procedure/item must appear in this element.

Element 26 — Date Signed

Enter the month, day, and year the PA/RF was signed (in MM/DD/CCYY format).

When using STAT-PA (Specialized Transmission Approval Technology-Prior Authorization), providers are required to use the [STAT-PA Orthopedic Shoes Worksheet \(F-11052 \(10/08\)\)](#) for documenting the need for orthopedic shoes, including the member's previous experience with orthopedic shoes, the manufacturer of the shoes, and the member's mobility, diagnosis, and need levels. Providers are required to fill in all blanks on the worksheet.

Providers may use the STAT-PA system when requesting PA (prior authorization) for the following HCPCS (Healthcare Common Procedure Coding System) orthopedic shoe procedure codes:

- L3216 — Orthopedic footwear, ladies shoes; oxford — depth inlay.
(Quantity: 1 = one pair).
- L3221 — Orthopedic footwear, mens shoes; oxford — depth inlay.
(Quantity: 1 = one pair).
- A5500 — For diabetics only, fitting (including follow-up), custom preparation and supply of off-the-shelf depth inlay shoe manufactured to accommodate multi-density insert(s), *per shoe*.
(Quantity: 2 = two shoes).
- BadgerCare Plus will automatically authorize a quantity of one for procedure code L3257 (Orthopedic footwear, additional charge for split size) with the above procedure codes when split size is medically necessary. Providers do not need to separately request procedure code L3257.

Note: If a member requires orthopedic shoes designed for the opposite gender, the provider is required to submit the PA request on paper rather than through STAT-PA.

Providers are required to maintain a paper copy of the completed worksheet and all other documentation that supports the worksheet responses in their records for not less than five years for documentation purposes. In addition, providers choosing to resubmit returned STAT-PA requests on paper are required to submit a copy of the completed worksheet with the paper PA request.

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.

General Information

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 who want to designate a separate address for PA correspondence have the following options:

- Update demographic information online via the ForwardHealth Portal. (This option is only available to providers who have established a provider account on the Portal.)
- Submit a [Provider Change of Address or Status \(F-1181 \(10/08\)\)](#) form.

Topic #1834

Medicare/Medicaid Dual Eligibles and Prior Authorization

Members covered under Medicare and Wisconsin Medicaid are called dual eligibles. Claims for Medicare-covered services provided to dual eligibles must be billed to Medicare prior to billing Wisconsin Medicaid.

Services covered by Medicare do not require PA (prior authorization); however, providers are strongly encouraged to always obtain PA for dual eligibles, either at the time of initial claim submission or following a post payment reconsideration. This ensures Medicaid reimbursement in the event that Medicare denies coverage.

Topic #1835

Other Insurance Coverage and Prior Authorization

Wisconsin Medicaid is the payer of last resort for any covered service for most situations. If the member is covered under third-party insurance, Wisconsin Medicaid reimburses the portion of the allowable cost remaining after all other third-party sources are exhausted.

Providers are required to obtain PA (prior authorization) for services requiring PA. Failure to do so results in non-payment of the remaining otherwise allowable cost by Wisconsin Medicaid.

Topic #4383

Prior Authorization Numbers

Upon receipt of the [PA/RP \(Prior Authorization Request Form, F-11018 \(10/08\)\)](#), 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
Media — 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 = MedSolutions
Year — Two digits indicate the year ForwardHealth received the PA request.	For example, the year 2008 would appear as 08.
Julian date — 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.
Sequence number — Four digits indicate the sequence number.	The sequence number is used internally by ForwardHealth.

Topic #1836

Purchase or Rental

ForwardHealth reserves the right to determine whether an item is purchased or rented for the member. In most cases, the item is purchased. If short-term use only is needed, or the member's prognosis is poor, equipment rental is approved.

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 non-certified 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 Wisconsin Medicaid'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, non-certified provider, the referring provider should refer the out-of-state provider to the ForwardHealth Portal or [Provider Services](#) to obtain appropriate certification materials, PA forms, and claim instructions.

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 certified by 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.

Topic #1837

Two Providers Requesting the Same Equipment for One Member

A second PA (prior authorization) request will not be approved when a PA request for the same member and the same equipment has already been approved for another provider. Since the second requestor has no way of knowing whether the equipment has been provided, ForwardHealth, upon request, will identify the original provider.

Grant and Expiration Dates

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 #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 #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.

Home Health Equipment

Topic #1839

Adaptive Equipment

PA (prior authorization) is not required for the adaptive equipment in the following list:

- Adaptive eating utensil, weighted handle, any size, style, or shape.
- Adaptive eating utensil, non-weighted handle, any size, style, or shape.
- Rocker knife.
- Plate guard.
- Scoop dish.
- Universal cuff.
- Dycem, any size or shape.
- Reacher.
- Sock/stocking aid.
- Dressing stick.
- Long-handled shoe horn.
- Hand-held shower, including a diverter spout.
- Adaptive hygiene aids, such as a long-handled sponge.

PA is required for other adaptive equipment not listed above. Use HCPCS (Healthcare Common Procedure Coding System) procedure code E1399 (Durable medical equipment, miscellaneous) when submitting PA requests for these items.

Providers are required to complete a [PA/RF \(Prior Authorization Request Form, F-11018 \(10/08\)\)](#) and a [PA/DMEA \(Prior Authorization/Durable Medical Equipment Attachment, F-11030 \(10/08\)\)](#). The PA request must adequately describe the DME item.

Modifiers "U1"-"U9" and "UA"-"UD" will be assigned on approved PA requests to distinguish between items when procedure code E1399 is used more than once. If submitting the PA request via the ForwardHealth Portal, providers should specify the requested equipment with the requested charges in the additional space on the PA/DMEA.

The PA request for adaptive equipment should include sufficient information to confirm the medical necessity of the requested item(s), including the following:

- A complete description of the item being requested with brand/model number.
- The member's diagnosis(es) and the date of onset.
- The specific medical condition that necessitates the use of the requested equipment.
- A description of the member's ability to complete ADL (activities of daily living) independently, with a caregiver, or with adaptive equipment.
- Caregiver information (e.g., availability, duties, and whether the caregiver is a spouse, other family member, home health aid).
- Specific results of trial use of the adaptive equipment or report of therapy service, if available.

Topic #1840

Augmentive Communication Device

PA (prior authorization) is required in the following situations:

- More than 60 days of rental are required during a 365-day period for the following procedure codes:
 - E2506 (Speech generating device, digitized speech, using pre-recorded messages, greater than 40 minutes recording time).
 - E2508 (Speech generating device, synthesized speech, requiring message formulation by spelling and access by physical contact with the device).
 - E2510 (Speech generating device, synthesized speech, permitting multiple methods of message formulation and multiple methods of device access).
- Another provider has provided the rental of an augmentative communication device to the member.
- Starting with the first day of rental for the following procedure codes:
 - E2500 (Speech generating device, digitized speech, using pre-recorded messages, less than or equal to 8 minutes recording time).
 - E2502 (Speech generating device, digitized speech, using pre-recorded messages, greater than 8 minutes but less than or equal to 20 minutes recording time).
 - E2504 (Speech generating device, digitized speech, using pre-recorded messages, greater than 20 minutes but less than or equal to 40 minutes recording time).
 - E2511 (Speech generating software program, for personal computer or personal digital assistant).
 - E2512 (Accessory for speech generating device, mounting system).
 - E2599 (Accessory for speech generating device, not otherwise classified).

When submitting a PA request for these procedure codes (E2500, E2502, E2504, E2511, E2512, E2599), providers are required to include a copy of the manufacturer's estimate indicating the list price that will be charged for the device. Wisconsin Medicaid's reimbursement rate for these devices is determined on a case-specific basis when the PA request is approved.

Requesting Prior Authorization

The guidelines below should be used when requesting PA for an augmentative communication device:

- Have a physician's prescription.
- Have a complete clinical evaluation by a speech pathologist indicating a brief social/clinical history and current level of functioning, including cognition, behavior, language skills, oral/motor skills, speech production, swallowing, vision, hearing, and positioning.
- List what (if any) communication devices were tested. Describe why is this device the most appropriate.
- Give a trial period. Usually eight weeks is suggested. Give specific measurable results week by week, including carryover.

When requesting PA for the rental of any augmentative communication device, providers will be required to indicate the number of days that the rental of a device is requested instead of indicating a quantity of "1.0" for four to eight weeks. A quantity of "1.0" will now equal one day. Providers should continue to indicate modifier "RR" (Rental).

When requesting PA for the purchase of an augmentative communication device, documentation must be submitted indicating all augmentative communication devices tried by the member, dates of the trial periods, and the amounts billed to Wisconsin Medicaid for the trial periods.

Topic #1841

Automated Medication Dispenser

An automated medication dispenser is programmed to the individual member's prescribed medications and dosages. The guidelines below should be used when requesting PA (prior authorization) for an automated medication dispenser:

- The diagnosis must involve conditions resulting from the member's functional limitation in taking medication properly.
- The physician must indicate that these conditions have occurred prior to automated medication dispenser use or will occur if an automated medication dispenser is not used (in the physician's professional opinion).
- The documentation must state that the member is currently receiving a complex medically necessary medication regime consisting of more than two oral legend medications and more than two daily medication administration times.
- The physician must indicate that other methods of assuring compliance have been tried, but have not been successful.
- The use of an automated medication dispenser will avoid or reduce the need for home health care services.
- The documentation must state that the member is physically and cognitively able to remove the medication from the medication drawer.

Automated medication dispensers are initially approved for a rental period of 60 days. If the member remains compliant with the medication regime, and documentation show that home health costs have been avoided or reduced, approval may be given for purchase of the device.

Topic #1842

Blood Pressure Monitor

A blood pressure monitor is a device for measuring blood pressure. The guidelines below should be used when requesting PA (prior authorization) for a blood pressure monitor:

- The approved diagnoses are heart, heart-lung, lung, liver, and kidney transplant or kidney dialysis.
- At least daily monitoring of blood pressure must be documented as medically necessary.

Topic #1843

Breast Pumps

PA (prior authorization) is required if rental of a breast pump (E0604) exceeds 60 days. This 60-day period includes the initial 30-day rental (E0604, modifier "KH").

Topic #1844

Decubitus Pads and Mattresses

Decubitus pads and mattresses are devices used to relieve pressure and prevent the occurrence of decubitus ulcers. Certain Decubitus pads require PA (prior authorization). The pads include: gel, air, dry and water pressure pads for mattresses, and mattress-size pads. Decubitus cushions for wheelchairs require PA. The PA request must indicate that:

- The member has a history of decubitus ulcers.
- The member's physical condition necessitates positioning the body in a way that would not be feasible in an ordinary bed.
- The documentation records the member's nutritional status, cleanliness, and skin care or treatment.

Topic #1845

Enteral and Parenteral Pumps and IV Poles

Enteral and Parenteral pumps and IV poles are systems used to deliver food or medication at a controlled rate via the enteral or parenteral route. The PA (prior authorization) request must document one of the following:

- A member's need for nutrition other than by mouth.
- A member's need for time-release medication over a 24-hour period.

Topic #1846

Extra-Uterine Monitor

An extra-uterine monitor is a device used to monitor the presence of significant uterine contractions. A PA (prior authorization) request must document:

- One of the following complications or abnormalities:
 - An obstetrical complication (including, but limited to, hyperemesis, premature labor, gestational diabetes, preeclampsia, placental disorders).
 - A gynecological complication (including, but not limited to, incompetent cervix, uterine anomaly or tumor, infection, or sexually transmitted disease).
 - A fetal abnormality (including, but not limited to, multiple pregnancy, hydramnios, lung immaturity, transplacental infection, congenital anomaly).
- The need for a continued follow-up of stable diagnosis of pregnancy.
- The member is willing and capable of compliance with the prescribed treatment.

Topic #1847

Hospital Beds

An ordinary bed is one which is typically sold as furniture. It consists of a frame, box spring, and mattress. It has a fixed height and no head or leg elevation adjustments. An ordinary bed accommodates most transfers to a chair, wheelchair, or standing position. If needed, it can almost always be adapted to accommodate these transfers. The need for a particular bed height by itself would rarely justify the need for a hospital bed.

Hospital Beds, Fixed Height and Variable Height

A fixed height hospital bed is one with manual head and leg elevation adjustments but no height adjustment. A variable height hospital bed is one with manual height adjustment and manual head and leg elevation adjustments.

The PA (prior authorization) request must document all of the following:

- The member requires positioning of the body in ways not feasible with an ordinary bed due to a medical condition that is expected to last for at least one month.
- The member requires the head of the bed to be elevated more than 30 degrees most of the time due to congestive heart failure, chronic pulmonary disease, or problems with aspiration. Pillows or wedges must have been tried and failed.
- The member has a condition that requires special attachments (such as a trapeze, foot board, or traction equipment) that cannot be fixed and used on an ordinary home bed.

In addition to all of the requirements above, requests for a variable height bed must document that the member requires a bed height different than a fixed height hospital bed to permit safe transfers to a chair or for adequate bed care.

Hospital Bed, Semi-Electric

A semi-electric hospital bed is one with manual height adjustment and electric head and leg elevation adjustments. The PA request

must document all of the following:

- The member requires positioning of the body in ways not feasible with an ordinary bed due to a medical condition that is expected to last at least one month. Elevation of the head/upper body less than 30 degrees does not usually require the use of a hospital bed.
- The member has a condition which requires special attachments (such as a trapeze, foot board, or traction equipment) that cannot be fixed and used on an ordinary home bed.
- The member requires a bed height different than a fixed height hospital bed to permit safe transfers to a chair or for adequate bed care.
- The member is alone for extended periods of time, requires frequent and immediate changes in body position and can operate the bed controls independently.

Hospital Bed, Total Electric

A total electric hospital bed is one with electric height adjustment and electric head and leg elevation adjustments. The PA request must document all of the following:

- The member requires positioning of the body in ways not feasible with ordinary bed due to a medical condition that is expected to last at least one month. Elevation of the head/upper body less than 30 degrees does not usually require the use of a hospital bed.
- The member has a condition which requires special attachments (such as a trapeze, foot board, or traction equipment) that cannot be fixed and used on an ordinary home bed.
- The member requires a bed height different than a fixed height hospital bed to permit safe transfers to a chair or for adequate bed care.
- The member is alone for extended periods of time, requires frequent and immediate changes in body position, and can operate the bed controls independently.

In addition to the requirements noted above, documentation submitted on the PA request must indicate one of the following:

- The member has tried multiple means of transfer and can only transfer with a total electric bed.
- The member has a care giver with a documented medical condition stating an inability to use a crank on a semi-electric bed.

Hospital Bed, Institutional Type, Includes: Oscillating, Circulating and Stryker Frame

Oscillating beds are never covered, according to [DHS 107.24\(5\)\(d\)](#). Circulating and stryker beds are only rarely medically necessary.

Six-way Electric Beds

Six-way hospital beds are rarely authorized for the following reasons:

- Semi-electric or four-way beds can be set to a safe height for transfer.
- Commodes and wheelchair heights can be adjusted so that one setting can be used for transfer.
- The member has power controls for the head and foot of the bed.

The medical need for raising total bed height must be addressed to consider authorization for a six-way bed.

Topic #1848

Needle-Free Injection Device

A needle-free injection device delivers multiple pressurized injections without the use of needles and without skin trauma. A PA (prior authorization) request must document the following:

- The member requires three or more daily injections and that this injection frequency is a long-term medical need.
- The member requires a needle-free injection device because of a skin condition.

Topic #1849

Phototherapy (Bilirubin) Light, Bilirubin Blanket

A phototherapy (bilirubin) light and a bilirubin blanket are devices used to reduce an elevated bilirubin level in newborns. A PA (prior authorization) request must include the following:

- Documentation of hyperbilirubinemia (jaundice) in the newborn.
- Serum Bilirubin levels of 12mg/100ml or greater in the healthy infant.
- A birth weight above 5 pounds and normal feedings.
- An indication that the parents are able to carry the home therapy program.
- Documentation that laboratory and nursing services (in home, clinic, or doctor's office) are provided daily during the use of the phototherapy unit.

Topic #1850

Pressure Relief Beds

Pressure relief beds include both of the following types of beds:

- Air fluidized. A system that uses warm air under pressure to set small ceramic beads in motion to stimulate the movement of fluid.
- Air flotation. A powered system in which water, air, mud, or sand within the mattress is kept in constant motion. Procedure code E0193 is for a complete bed and cannot be used for a mattress overlay or replacement system.

The PA (prior authorization) request for a pressure relief bed must include the following:

- Documentation on the lesions, the member's condition, positioning, nutritional status (including serum albumen and total protein levels with the initial request), and detailed descriptions of prior treatments used and the outcomes of the treatments.
- Documentation showing the presence of stage three or stage four decubitus ulcers affecting at least two pressure bearing surfaces.
- For subsequent PA requests, documentation must show signs of healing. The presence of new decubiti must be explained and may be a basis for denial without extenuating circumstances.

Topic #1851

Standing Frames

Prone standers, supine standers, tilt tables, and standing frames are devices that allow a person to stand unaided. This does not include orthotics (except L1500 and L1510), prosthetics, various transfer devices, or wheelchairs.

Key elements for the approval of PA (prior authorization) requests for prone standers, supine standers, tilt tables, and standing frames include the following:

- Standers are generally appropriate only for children.
- Allowable diagnoses are cerebral palsy, spina bifida, developmental delay, congenital anomalies, brain injury, meningomyelocele, and muscular dystrophy.
- The member must be involved in an active PT (physical therapy) program. The program must include specific and measurable goals for significant improvement (not maintenance) expected in the areas of standing pivot transfers and/or ambulation skills.
- The member must be unable to work on the goals specified in the preceding point without the assistance of two people.
- Documentation must include a written carry over plan for caretakers to actively work toward specific therapy goals.
- Documentation must include the stander's brand and model number. Additional positioning features, for which additional reimbursement is requested, must include manufacturer information clearly documenting that these features are not standard with the basic stander.
- The stander must be size-appropriate for the member. Growth features are not medically necessary.
- Motorized, hydraulic, or electric standers, and standers with wheels for mobility will not be approved because these features are not medically necessary.
- Multi-positional standers are considered institutional equipment and will not be approved.

Note: The specific code for the stander's style and size must be used. Miscellaneous or "not otherwise classified" codes will not be approved.

Topic #1852

Trial Period

Certain DME (durable medical equipment) must be used on a trial basis before PA (prior authorization) is required. There are other DME items that require PA for the trial period. The trial period allows Wisconsin Medicaid and BadgerCare Plus to determine if the DME is providing benefits to the member. The following items must be used on a trial period for at least two months before PA is requested:

- TENS (transcutaneous electrical nerve stimulation) units.
- Neuromuscular stimulators.
- Lymphedema pumps.

The following DME items require PA for the trial period:

- Communication devices.
- Dynasplints.

The documentation of trial results must be noted on the prescription or the PA request.

Topic #12737

Wearable Cardioverter Defibrillator

Rental of a WCD (wearable cardioverter defibrillator) is a covered service with PA (prior authorization), subject to certain [billing requirements](#). The WCD is indicated for adult members at high risk for sudden cardiac death and is used on an outpatient basis. This equipment is intended for short term use under medical supervision. The WCD is designed to perform the same functions as an automatic ICD (implantable cardioverter defibrillator), but is worn outside the body and, therefore, is noninvasive.

PA requests for a WCD must document that the member meets one of the following:

- A documented episode of ventricular fibrillation or a sustained, lasting 30 seconds or longer, ventricular tachyarrhythmia. The dysrhythmia may be either spontaneous or induced during an electrophysiologic study, but may not be due to a transient or reversible cause and not occur during the first 48 hours of an acute myocardial infarction (ICD-9-CM (International Classification of Diseases, Ninth Revision, Clinical Modification) codes 427.1 [paroxysmal ventricular tachycardia] 427.42 [ventricular flutter], or 427.5 [cardiac arrest]).
- Familial or inherited conditions with a high risk of life-threatening ventricular tachyarrhythmia such as a long QT syndrome (ICD-9-CM code 426.82 [long QT syndrome]) or hypertrophic cardiomyopathy (ICD-9-CM code 425.1 [hypertrophic obstructive cardiomyopathy]).
- Either documented prior myocardial infarction or dilated cardiomyopathy and a measured left ventricular ejection fraction less than or equal to 35 percent.

In addition, the PA must document one of the medical contraindications to ICD implantation as follows:

- A previously implanted defibrillator that now requires removal for reasons such as mechanical complication due to automatic implantable cardiac defibrillator (ICD-9-CM code 996.04) or infection and inflammatory reaction due to cardiac device, implant, and graft (ICD-9-CM code 996.61).
- Is waiting for a heart transplant.
- Is at high risk of an arrhythmia and is expected to improve with therapy for an underlying metabolic or other medical condition within a short time frame.
- Is waiting for ICD implantation while undergoing treatment for a systemic infection.

Denial Criteria

PA requests for a WCD will be denied if any of the following are true:

- The member is 18 years of age or younger.
- The member has a vision, hearing or developmental problem that may interfere with the perception of alarms or messages from the WCD.
- The member is taking medications that would interfere with responding to alarms or messages from the WCD.
- The member is either pregnant or breast feeding or of childbearing age and is not attempting to prevent pregnancy.
- The member will be exposed to high levels of electromagnetic interference that may prevent the WCD from operating.
- The member is unable or unwilling to wear the device continuously, except when bathing.

Submitting a Prior Authorization Request

The DME (durable medical equipment) provider must submit all of the following as part of a PA request for a WCD, regardless of the submission method:

- A completed [PA/RF \(Prior Authorization Request Form, F-11018 \(10/08\)\)](#).
- A completed [PA/DMEA \(Prior Authorization/Durable Medical Equipment Attachment, F-11030 \(10/08\)\)](#). The DME provider is responsible for obtaining the required clinical information from the member's cardiologist to complete the PA/DMEA.
- Documentation supporting the PA approval criteria.

Note: The cardiologist must be an American Board of Cardiology-certified cardiologist.

Implants

Topic #1854

Requirements for Rendering Surgeon for Cochlear Implants and Bone-Anchored Hearing Devices

The rendering surgeon is required to obtain PA (prior authorization) for the cochlear and bone-anchored hearing device implant surgeries. Claims for services and equipment relating to the surgery will be denied unless there is an approved PA on file from the rendering surgeon for the surgery.

A separate PA request is not required for the equipment. ForwardHealth will verify that the surgeon's PA request was approved before reimbursing the DME (durable medical equipment) provider's claim, so the DME providers should not indicate the surgeon's PA number on claims for services and equipment relating to the surgery. Wisconsin Medicaid will deny the DME provider's claims if an approved PA request from the rendering surgeon is not on file.

When submitting PA requests, the rendering surgeon must submit a completed [PA/RP \(Prior Authorization Request Form, F-11018 \(10/08\)\)](#) and [PA/PA \(Prior Authorization/Physician Attachment, F-11016 \(10/08\)\)](#) for cochlear and bone-anchored hearing device implant surgery.

Member Eligibility Changes

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 end dates, 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 #444

Retroactive Disenrollment from State-Contracted MCOs

Occasionally, a service requiring fee-for-service PA (prior authorization) is performed during a member's enrollment period in a state-contracted MCO (managed care organization). After the service is provided, and it is determined that the member should be retroactively disenrolled from the MCO, the member's enrollment is changed to fee-for-service for the DOS (date of service). The member is continuously eligible for BadgerCare Plus or Wisconsin Medicaid but has moved from MCO enrollment to fee-for-service status.

In this situation, the state-contracted MCO would deny the claim because the member was not enrolled on the DOS. Fee-for-service would also deny the claim because PA was not obtained.

Providers may take the following steps to obtain reimbursement in this situation:

- For a service requiring PA for fee-for-service members, the provider is required to submit a retroactive PA request. For a PA request submitted on paper, indicate "RETROACTIVE FEE-FOR-SERVICE" along with a written description of the service requested/provided under "Description of Service." Also indicate the actual date(s) the service(s) was provided. For a PA request submitted via the ForwardHealth Portal, indicate "RETROACTIVE FEE-FOR-SERVICE" along with a

description of the service requested/provided under the "Service Code Description" field or include additional supporting documentation. Also indicate the actual date(s) the service(s) was provided.

- If the PA request is approved, the provider is required to follow fee-for-service policies and procedures for claims submission.
- If the PA request is denied, Wisconsin Medicaid will not reimburse the provider for the services. A PA request would be denied for reasons such as lack of medical necessity. A PA request would not be denied due to the retroactive fee-for-service status of the member.

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.

Orthopedic Shoes, Modifications, and Transfers

Topic #1855

Orthopedic Shoes, Hightop Orthopedic Shoes, and Mismatch Shoes

The following PA (prior authorization) documentation and clinical requirements for the purchase of non-custom adult orthopedic shoes, hightop orthopedic shoes, and mismatch shoes are not all inclusive. The requirements apply to procedure codes L3216, L3217, L3221, L3222, and L3257.

Orthopedic or corrective shoes are shoes attached to a brace or prosthesis, or shoes that are modified to take into account discrepancy in limb length or a rigid foot deformation. Mismatch (split size) shoes are mismatched shoes involving a difference of a full size or more.

Key elements for the approval of PA requests for orthopedic shoes, hightop orthopedic shoes, and mismatch shoes are as follows:

- The PA request must indicate at least one of the following diagnoses or clinical conditions:
 - 250.0 — Diabetes without complications.
 - 355.6 — Morton's neuroma.
 - 700 — Corns/callouses, pre-ulcerative.
 - 707.1 — Foot ulcer.
 - 713.5 — Charcot's joint.
 - 735.0 — Hallux valgus > 35 degrees.
 - 735.2 — Hallux rigidus.
 - 735.3 — Hallux malleus with dorsal callous.
 - 735.4 — Other hammer toe with dorsal callous.
 - 735.5 — Claw toe.
 - 735.8 — Other acquired toe deformity (overlapping toes).
 - 736.71 — Acquired equinovarus.
 - 736.72 — Equinus deformities.
 - 736.73 — Cavus foot.
 - 736.74 — Claw foot, acquired.
 - 736.75 — Cavo varus, acquired.
 - 736.81 — Acquired leg length discrepancy > 1/2 inch.
 - 754.50 — Congenital talipes varus.
 - 754.51 — Congenital talipes equinovarus.
 - 754.52 — Congenital metatarsus primusvarus.
 - 754.53 — Congenital metatarsus varus.
 - 754.71 Congenital talipes cavus.
 - 755.30 — Congenital leg length discrepancy > 1/2 inch.
 - 895 — Traumatic toe amputation.
 - 895.0 — Traumatic toe amputation with complications.
 - 895.1 — Traumatic toe amputation without complications.
 - 896 — Foot amputation.
 - 896.0 — Foot amputation, unilateral without complications.
 - 896.1 — Foot amputation, unilateral with complications.
 - 896.2 — Foot amputation, bilateral without complications.

- 896.3 — Foot amputation, bilateral with complications.
 - * — Other diagnosis that would require an AFO (ankle foot orthoses) or KAFO (knee ankle foot orthoses).
- One of the following must be documented:
 - Orthopedic shoes are needed for ambulation and/or transfers.
 - Orthopedic shoes are used with orthotics. (arch supports are not considered orthotics.)
 - Orthopedic shoes are required to accommodate a leg length discrepancy of 1/2 inch or more.
 - There are bony deformities of the feet and mismatched shoes of one full size or greater are required.
- Shoes must be chosen based on medical need, activities of the member and member's environment. Documentation must reflect medical need; activity level; environmental conditions; age, condition, brand and type of current shoes. Coverage for replacement orthopedic shoes is allowed for medical reasons.
- The request must include brand, model number, and size(s).
- Codes L3216 and L3221, for female and male respectively, are allowed when all other listed criteria are met and ankles are stable. Hightop orthopedic shoes, codes L3217 and L3222, for female and male respectively, are allowed when criteria are met and ankles are unstable. When the criteria for mismatched shoes are met, the additional charge (L3257) is allowed.
- Shoes/orthotics to treat flat feet are not covered.

Orthotic Devices

Topic #1856

Orthotic Devices

Most orthotic devices do not require PA (prior authorization) unless the frequency limitation is exceeded. Orthotic devices must be purchased. The PA request must indicate that the member will receive maximal stability in a specified area or prevent an increase in severity of a deformity.

Bilateral appliances can be provided within the life expectancy of the item without PA if the single appliance does not require PA. Keep in mind that life expectancy requirements still apply for single appliances.

Repairs

Topic #1857

Augmentative Communication Device Repairs

PA (prior authorization) is required for repairs and modifications performed on augmentative communication devices (V5336) when they exceed \$300.

Providers are reminded that Wisconsin Medicaid does not reimburse for shipping and handling. The \$300 threshold does not include the cost of shipping and handling.

Topic #1858

General Guidelines for Repairs

PA (prior authorization) is required in any of the following situations:

- When a total repair is estimated to exceed \$150 for labor and parts, including both miscellaneous parts billed with E1399 and parts billed with specific codes. The estimate should not include any costs associated with shipping and handling. (The PA dollar threshold for the repair of an augmentative communication device is \$300.)
- When labor alone is estimated to exceed \$84 (two hours).
- When parts requiring PA, as listed in the [DME \(durable medical equipment\) Index](#), are used in a repair.
- When replacing a part before the end of its life expectancy. (This always requires PA.)

As part of the PA process, Wisconsin Medicaid and BadgerCare Plus determine if it is more cost-effective to purchase an item than to repair it and determine if the requested modifications are medically necessary.

The PA request must include an estimate of the cost for the entire service, an itemized list of needed parts, and the approximate cost of each part.

When requesting PA for a repair, providers are required to include documentation of what is being done to repair the item (e.g., repair of joy stick), the reason for the repair, and charges listed separately for parts and labor. A copy of the work order may be attached to the PA request if it provides this information. Reimbursement will be limited to a total of 30 days rental reimbursement if specific repairs and parts are not itemized on the PA request.

Topic #1859

Modifier RB for Miscellaneous Repair Parts

Procedures codes with the "RB" modifier do not require PA (prior authorization) if all of the following are true:

- The charge is for repair parts for equipment that have been identified for use with the "RP" or "RB" modifier and is either of the following:
 - \$50 or less for all DME (durable medical equipment) except powered mobility equipment, or,
 - \$100 or less for powered mobility equipment. (The powered mobility equipment limit has increased from \$50 to \$100 as of January 1, 2009.)

- The DME is more than one year old.
- Wisconsin Medicaid and BadgerCare Plus purchased the equipment.

Repair Parts for Orthotics and Prosthetics

Orthotics

Use procedure code L4210 to request reimbursement from Wisconsin Medicaid for parts to repair orthotic devices.

Prosthetics

Use procedure code L7510 to request reimbursement from Wisconsin Medicaid for parts to repair prosthetic devices.

Repair Parts for Home Health Equipment, Wheelchair Equipment, and Other Durable Medical Equipment

To request reimbursement from Wisconsin Medicaid for repair parts for hospital beds, lifts, and commodes, providers should select a procedure code for the part as follows:

1. Look in the interactive [maximum allowable fee schedule](#) for a procedure code matching the specific part.
2. If the part is less than \$50 (or \$100 for powered mobility equipment), providers can submit a claim with the "RB" modifier.
3. If the part needing repair isn't described by a procedure code in the fee schedule, providers can submit a claim with procedure code E1399. PA is needed for this procedure code.

Home Health Equipment (i.e., Hospital Beds, Lifts, and Commode Chairs)

Providers may use the "RB" modifier with the following procedure codes for home health.

Hospital Beds	
Procedure Code	Description
E0250	Hospital bed, fixed height, with any type side rails, with mattress
E0251	Hospital bed, fixed height, with any type side rails, without mattress
E0255	Hospital bed, variable height, hi-lo, with any type side rails, with mattress
E0256	Hospital bed, variable height, hi-lo, with any type side rails, without mattress
E0260	Hospital bed, semi-electric (head and foot adjustment), with any type side rails, with mattress
E0261	Hospital bed, semi-electric (head and foot adjustment), with any type side rails, without mattress
E0265	Hospital bed, total electric (head, foot, and height adjustments), with any type side rails, with mattress
E0266	Hospital bed, total electric (head, foot, and height adjustments), with any type side rails, without mattress
E0290	Hospital bed, fixed height, without side rails, with mattress
E0291	Hospital bed, fixed height, without side rails, without mattress
E0292	Hospital bed, variable height, hi-lo, without side rails, with mattress
E0293	Hospital bed, variable height, hi-lo, without side rails, without mattress
E0294	Hospital bed, semi-electric (head and foot adjustment), without side rails, with mattress
E0295	Hospital bed, semi-electric (head and foot adjustment), without side rails, without mattress
E0296	Hospital bed, total electric (head, foot, and height adjustments), without side rails, with mattress

E0297	Hospital bed, total electric (head, foot, and height adjustments), without side rails, without mattress
E0301	Hospital bed, heavy duty, extra wide, with weight capacity greater than 350 pounds, but less than or equal to 600 pounds, with any type side rails, without mattress
E0302	Hospital bed, extra heavy duty, extra wide, with weight capacity greater than 600 pounds, with any type side rails, without mattress
E0303	Hospital bed, heavy duty, extra wide, with weight capacity greater than 350 pounds, but less than or equal to 600 pounds, with any type side rails, with mattress
E0304	Hospital bed, extra heavy duty, extra wide, with weight capacity greater than 600 pounds, with any type side rails, with mattress

Lifts	
Procedure Code	Description
E0630	Patient lift, hydraulic, with seat or sling
E0635	Patient lift, electric, with seat or sling

Commode Chairs	
Procedure Code	Description
E0163	Commode chair, stationary, with fixed arms
E0164	Commode chair, mobile, with fixed arms
E0168	Commode chair, extra wide and/or heavy duty, stationary or mobile, with or without arms, any type, each
E0240	Bath/shower chair, with or without wheels, any size
E0247	Transfer bench for tub or toilet with or without commode opening

Repair Parts for Wheelchairs

To request reimbursement from Wisconsin Medicaid for repair parts for wheelchairs, providers should select the procedure code for the part as follows:

1. Find in the DME maximum allowable fee index a procedure code matching the specific part.
2. If no procedure code has been found, use E1399 for the part. Procedure code E1399 always requires PA.

Wheelchairs	
Procedure Code	Description
K0001	Standard wheelchair
K0002	Standard hemi (low seat) wheelchair
K0003	Lightweight wheelchair
K0004	High strength, lightweight wheelchair
K0005	Ultralightweight wheelchair
K0006	Heavy-duty wheelchair
K0007	Extra heavy-duty wheelchair
K0009	Other manual wheelchair/base
K0010	Standard-weight frame motorized/power wheelchair

K0011	Standard-weight frame motorized/power wheelchair with programmable control parameters for speed adjustment, tremor dampening, acceleration control and braking
K0012	Lighweight portable motorized/power wheelchair
K0014	Other motorized/power wheelchair base
K0800	Power operated vehicle, group 1 standard, patient weight capacity up to and including 300 pounds
K0801	Power operated vehicle, group 1 heavy duty, patient weight capacity 301 to 450 pounds
K0802	Power operated vehicle, group 1 very heavy duty, patient weight capacity 451 to 600 pounds
K0806	Power operated vehicle, group 2 standard, patient weight capacity up to and including 300 pounds
K0807	Power operated vehicle, group 2 heavy duty, patient weight capacity 301 to 450 pounds
K0808	Power operated vehicle, group 2 very heavy duty, patient weight capacity 451 to 600 pounds
K0812	Power operated vehicle, not otherwise classified

Repair Parts for All Other Durable Medical Equipment

When submitting claims to ForwardHealth for repair parts for all other DME, providers should select the procedure code for the part as follows:

1. Find in the DME maximum allowable fee index a procedure code matching the specific part.
2. If no procedure code has been found, use E1399 for the part. Procedure code E1399 always requires PA.

Respiratory Equipment

Topic #1877

Airway Clearance Devices

An airway clearance device is a self-administered chest PT (physical therapy) system, consisting of a mechanical device that promotes airway clearance by HFCC (high frequency chest compression).

Key elements for the approval of PA (prior authorization) requests for airway clearance devices are as follows:

- The member must require, as a daily activity, percussion of the chest in order to facilitate the removal of lung secretions.
- The request indicates that use of the airway clearance device will allow the member more independence in performing his or her own percussing. Routine home health care will no longer be needed or be greatly reduced for percussing.
- The one-time charge for purchase of the device covers all replacements per the manufacturer.

Topic #1860

An Overview of Oxygen Services Requiring Prior Authorization

According to the [DME \(durable medical equipment\) Index](#), PA (prior authorization) is required for all oxygen-related services covered by these procedure codes, as follows:

- All rented and portable and stationary gaseous, liquid systems or concentrators require PA after 30 days of use.
- All oxygen content procedure codes require PA after 30 days of use.
- All portable and stationary oxygen systems for purchase require PA with the initial request.

Required Prior Authorization Forms

Providers are required to submit both the [PA/RF \(Prior Authorization Request Form, F-11018 \(10/08\)\)](#) and the [PA/OA \(Prior Authorization/Oxygen Attachment, F-11066 \(10/08\)\)](#) for oxygen-related services, including stationary and portable oxygen systems, oxygen contents, and oxygen concentrators. PA requests for members who reside in nursing homes must include a [Record of Actual Daily Oxygen Use \(F-11067 \(10/08\)\)](#) form along with the PA/RF and PA/OA. Providers may also be required to submit additional supporting documentation, when applicable.

Providers may attach a photocopy of the physician's prescription to the completed PA/OA or the prescribing physician may sign and date the PA/OA in lieu of attaching the prescription. The prescription (or PA/OA) must be signed and dated within 30 days prior to the date of receipt by ForwardHealth or the requested start date of the PA request. Attach the PA/OA to the PA/RF and send it to ForwardHealth. Standing orders are not acceptable.

Signatures

Providers are required to keep a copy of the physician's signed and dated PA/OA *or* the physician's signed and dated prescription in the member's file. As a reminder, the written copy must match what is stated in the PA request. Web PA users must type in the name of the person who is required to sign the forms for the elements that need a signature. Providers may print a copy of the forms submitted via the Portal and have them signed for their own records.

Record of Actual Daily Oxygen Use Form for Nursing Home Residents

If a member is in an SNF (skilled nursing facility), the PA request must include a record of the actual daily usage of oxygen for at least the first 15 days of the initial 30-day rental period. A provider should submit a PA request for a member in a nursing home even if the member does not use oxygen for 15 *consecutive* days within the 30-day period but uses it a minimum of 15 days within the 30-day period. The provider should explain the situation on the PA request. These PA requests are considered on a case-by-case basis.

When requesting PA, nursing homes are required to indicate with an "X" on the Record of Actual Daily Oxygen Use form each shift that a member uses oxygen or submit a copy of the nursing home's record of the member's oxygen use. Documentation of medication administration is required during every shift for prescription drugs (e.g., oxygen) administered in a nursing home by nursing home staff.

Prior Authorization Requests for Infants Younger than 24 Months

Providers currently are required to indicate the appropriate "Q" modifier on a PA request based on the flow rate indicated in the prescription. However, a specific flow rate is not always specified on the prescription for infants younger than 24 months.

PA requests may be approved without a modifier for infants younger than 24 months if the prescription does not specify a flow rate but specifies maintenance of a certain oxygen saturation level. This applies to the following oxygen systems:

- E0424 — Stationary compressed gaseous oxygen system, rental; includes container, contents, regulator, flow meter, humidifier, nebulizer, cannula or mask, and tubing.
- E0439 — Stationary liquid oxygen system, rental; includes container, contents, regulator, flowmeter, humidifier, nebulizer, cannula or mask, and tubing.
- E1390 — Oxygen concentrator, capable of delivering 85 percent or greater oxygen concentration at the prescribed flow rate.

Providers are required to submit a new PA request with a specified flow rate when the child reaches 24 months of age.

Topic #1861

Apnea Monitor

An apnea monitor is a device used to monitor respirations, heart rate, or both, and alert the caregiver when these are outside the limits set by the physician.

The apnea monitor rental includes the alarm, cables, electrodes, and lead wires. These items are not separately reimbursed.

Key elements for the approval of PA (prior authorization) requests for apnea monitors are as follows:

- Documentation must include the alarm settings for the apnea monitor.
- For members up to the age of six months, documentation must include one of the following:
 - Documented family history of apnea, SIDS (sudden infant death syndrome), or near-miss SIDS.
 - One or more incidences of apnea within the past six months, as well as the intervention and outcome that occurred for each incident. Documentation must also include the response plan when the monitor sounds an alarm.
 - Presence of an artificial airway and the type of required assisted breathing device or ventilator, if used.
- For members over the age of six months, documentation must include all of the following:
 - Presence of an artificial airway and the type of required assisted breathing device or ventilator, if used, including the frequency and amount of time the apnea monitor is used as ordered by the physician.
 - One or more incidences of apnea within the past six months, the response plan when the monitor sounds an alarm, as

well as the intervention and outcome which occurred for each incident; abnormal blood gases; or an event recording (histogram) showing abnormalities if the absence of apnea is noted within the past six months.

- For recurrent apnea, evidence of abnormal blood gases or a clogged airway and information on what has been used to prevent or decrease episodes of a clogged artificial airway.
- Apnea monitors are rarely indicated for members four years of age or over.

Topic #1863

C-Pap, BiPap

A C-Pap is a non-invasive positive airway pressure device that, by forcing air under pressure into the pharynx and bronchial tubes, prevents structures in the throat from blocking air movement in and out of the lungs during sleep. C-Pap = continuous. BiPap = one level for inspiration, another for expiration.

Key elements for the approval of PA (prior authorization) requests for C-Pap or BiPap are as follows:

- Documentation of a trial of C-Pap or an explanation by the physician of why C-Pap would not be appropriate for the member must accompany requests for Bi-Pap. If the member is unable to tolerate C-Pap, Bi-Pap may be authorized.
- C-Pap and Bi-Pap may be authorized for a diagnosis of obstructive sleep apnea.
- A copy of the member's sleep lab evaluation is required.

Topic #1862

Carbon Dioxide Respiration Monitor

A carbon dioxide respiration monitor is a device that measures end tidal carbon dioxide and is used to monitor carbon dioxide trends.

Key elements for the approval of PA (prior authorization) requests for carbon dioxide respiration monitors are as follows:

- There must be a documented medical need to monitor the inspirations/expirations of the member.
- Documentation from the provider must include recorded carbon dioxide values dated within 30 days of the date the request is received.

Topic #1864

Humidifier

A humidifier is a device used to increase moisture in the air and which may be attached to ventilation/oxygen equipment.

A key element for the approval of humidifiers is that humidifiers are reimbursable only for supplemental humidification during IPPB (intermittent positive pressure breathing) treatments, oxygen delivery, or as part of a ventilation/oxygen system.

Topic #1865

Intermittent Positive Pressure Breathing Device

An IPPB (intermittent positive pressure breathing) device is medically appropriate for the following indications:

- Members at risk of respiratory failure because of decreased respiratory function secondary to kyphoscoliosis or neuromuscular disorders.
- Members with severe bronchospasm or exacerbated chronic obstructive pulmonary disease who fail to respond to standard therapy.
- Management of atelectasis that has not improved with simple therapy.

Topic #1866

Nebulizer, with Compressor

A nebulizer is used to convert liquid into a fine spray; the compressor distributes the mist.

Key elements for the approval of PA (prior authorization) requests for nebulizers with compressors are as follows:

- The compressor is covered when prescribed for use with oxygen or IPPB (intermittent positive pressure breathing) treatments.
- The nebulizer is covered when the member requires aerosol medication therapy due to a respiratory condition. The type and dose of medication must be specified.

Topic #1867

Oximeter Device

The oximeter is a device that measures the oxygen saturation of the blood in a non-invasive manner.

Key elements for the approval of PA (prior authorization) requests for pulse oximeters are as follows:

- Documentation must include:
 - Oxygen saturation levels dated no more than 30 days prior to the date the PA request is received by ForwardHealth.
 - The frequency of monitoring oxygen saturation levels as ordered by the physician.
 - The frequency of low oxygen saturation and the actions and treatments used to treat the low oxygen level.
- For pediatric members (under age 18), the documented oxygen saturation level must be consistently 92 percent or below on room air.
- For adult members (age 18 and older), the documented oxygen saturation level must be 88 percent or below on room air.

Topic #1868

Oxygen Analyzer

The oxygen analyzer is a device used to determine oxygen levels delivered in respirators, incubators, and other medical equipment.

Key elements for the approval of PA (prior authorization) requests for oxygen analyzers are as follows:

- The diagnosis and clinical circumstances, such as use in conjunction with a tracheostomy, a compressor, and a ventilator, must be described.
- Analyzers are most often used for pediatric (under age 18) members.

Topic #1869

Oxygen Conserver

An oxygen conserver is a device that allows the flow of oxygen only during inspiration resulting in reduced oxygen use.

Key elements for the approval of PA (prior authorization) requests for oxygen conservers are as follows:

- A physician prescription dated within 30 days of the first DOS (date of service) being requested must include all of the following:
 - Diagnosis and degree of impairment.
 - Oxygen flow rate and hours per day of use.
 - An estimate of the duration of need.
- The request must include a laboratory report with ABG (arterial blood gases) or pulse oximetry values dated within 60 days of the date the request is received. Values must be consistent with the values currently required by Medicare. For children (under age 18) pulse oximetry would be required, not an ABG. The provider of oxygen services may not perform the laboratory studies.
- This equipment is most appropriate for persons who have a need for portable oxygen for extended periods of time.

Topic #1870

Oxygen Saturation Levels

Medical necessity is established by the measurement of arterial oxygen saturation by arterial blood gas studies or pulse oximetry. Blood gas studies and pulse oximetry readings are acceptable when ordered and evaluated by the attending physician and performed under his or her supervision or when performed by a qualified provider or a supplier of laboratory services. The provider of the oxygen services or its entities may not perform these readings.

Providers should keep the following in mind when obtaining oxygen saturation level readings:

- Room air oxygen saturation levels should be taken when the member is in a stable, chronic state. Documentation must indicate the specific oxygen saturation level at the time the level was taken; ranges are not acceptable.
- If a member's condition dictates, it is acceptable to perform an oxygen saturation level while the member is receiving oxygen if the member's blood oxygen saturation level is equal to or less than 88 percent (on oxygen).
- Room air oxygen saturation level readings must be performed any time the member's medical condition changes resulting in an oxygen usage change. In addition, Wisconsin Medicaid and BadgerCare Plus may request that oxygen saturation levels be indicated on PA (prior authorization) request renewals to ensure medical necessity for continued oxygen services.

Documenting Representative

The credentials of the documenting representative are not specified, but the documenting representative is required to have direct knowledge or factual information of the oxygen use they are documenting for the member. Additional information may be requested concerning the source of oxygen use documentation. (SNFs (skilled nursing facilities) should follow their policies, which must comply with Wisconsin nursing home rules and regulations.)

Documentation of Oxygen Services in a Member's Home

When a drug (oxygen) is prescribed for self-administration in the member's home, daily documentation is not feasible. However, documentation of hours of concentrator use and maintenance of equipment are required to show the level of service that is provided in the member's home.

Topic #1871

Oxygen Tents

An oxygen tent is a protective canopy used for inhalation therapy.

Key elements for the approval of PA (prior authorization) requests for oxygen tents are as follows:

- The documentation must include a physician prescription dated within 30 days of the date the initial request is received. The prescription or attached certification of medical necessity must specify all of the following:
 - The diagnosis and degree of impairment.
 - Oxygen liter flow rate and hours per day of use.
 - An estimate of the duration of need.
- Laboratory reports of ABG (arterial blood gases) or pulse oximetry values must be included with the request. Values must be consistent with the values currently required by Medicare. For children (under age 18) pulse oximetry would be required, not an ABG. The date of the laboratory test may be no more than 60 days from the date the request is received. The provider of the oxygen services may not perform the laboratory studies.

Topic #1872

Percussor

A percussor is a device used to perform chest physical therapy with the purpose of assisting in removing excess secretions from the bronchial tubes.

Key elements for the approval of PA (prior authorization) requests for percussors are as follows:

- The member must require, as a daily activity, cupping therapy of the chest in order to facilitate the removal of lung secretions.
- The member does not have a primary caregiver or receive routine home health care services.
- The member can self-administer the equipment.

Topic #1873

Respiratory Tests

Respiratory tests, such as oximetry tests, oximetry trending sleep studies, pneumogram/pediscan tests, and oxycapnography/respirograms, measure respiratory functioning to determine appropriate therapy. For PA (prior authorization) approval, medical documentation must include the purpose of the test and how the results will be used in treatment of the member.

Topic #1876

Suction Pump

A suction pump is a device used to remove excess oropharyngeal, upper respiratory, tracheal, or other secretions by suction.

Key elements for the approval of PA (prior authorization) requests for suction pumps are as follows:

- Suction pumps are covered for members who have difficulty raising and clearing secretions.

- Portable suction pumps are covered for members who may need suctioning while away from home.

Topic #1878

Therapeutic Ventilator (BiPap-ST)

A therapeutic ventilator is a non-continuous mechanical ventilation system used for 12 hours or less per day.

Key elements for the approval of PA (prior authorization) requests for therapeutic ventilators are as follows:

- Documentation from the provider must include: ventilator settings, weaning attempts or reasons why weaning is not an option, and the number of hours per day that mechanical ventilation is required.
- The need for mechanical ventilation does not exceed 12 hours per day.

Topic #1879

Vaporizer

A vaporizer is a device that converts medicated liquids to vapors for inhalation.

Key elements for the approval of PA (prior authorization) requests for vaporizers are as follows:

- Vaporizers are authorized for home use only in conjunction with an oxygen delivery system.
- The member has an established need for humidification due to respiratory problems.
- The request indicates that the vaporizer is necessary to loosen secretions that may be thick and the member is unable to expectorate.

Topic #1880

Volume Ventilator

A volume ventilator is a device that delivers a preset volume and frequency of respiratory gases, as determined by the physician, with each inspiration. It is used for continuous mechanical ventilation.

Key elements for the approval of PA (prior authorization) requests for volume ventilators are as follows:

- Information from the provider must include:
 - Ventilator settings.
 - Weaning attempts and/or the potential and number of hours per day that the member requires mechanical ventilation.
- The member has a documented need for mechanical ventilation for more than 12 hours per day.

Review Process

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 \(10/08\)\)](#), [PA/HIAS1 \(Prior Authorization for Hearing Instrument and Audiological Services 1, F-11020 \(10/08\)\)](#), and [PA/DRF \(Prior Authorization/Dental Request Form, F-11035 \(10/08\)\)](#) 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 certified.
- 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\(3\)\(e\)](#), 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

Topic #1881

An Overview

PA (prior authorization) is required for the following situations:

- DME (durable medical equipment) items that list a PA requirement in the [DME Index](#).
- Rental or purchase of DME beyond the limits in the DME Index.
- Replacement of DME prior to the end of its designated life expectancy from the DME Index. (This must be noted on the PA request.)
- DME item and repair costs beyond the dollar amount threshold listed in the DME Index.
- DME items that are not listed in the DME Index.
- DME items that have no specific procedure codes in the DME Index.
- Some DME items for nursing home residents that are not covered in the nursing home daily rate.
- HealthCheck "Other Services."

Prior Authorization Guidelines

Complete PA guidelines are available upon written request from the following address:

Division of Health Care Access and Accountability
1 West Wilson St
PO Box 309
Madison WI 53701-0309

Providers are required to specify the procedure code or description of the item for which guidelines are being requested.

Topic #1882

Equipment with a Dollar Threshold

For certain procedures, PA (prior authorization) is required only when the cost of providing the entire service exceeds the specified dollar amount listed in the [DME \(durable medical equipment\) Index](#). The dollar threshold in the Index is for the complete service, not per DOS (date of service).

The provider should estimate the cost of providing the complete service before the service is initiated. Since Wisconsin Medicaid does not reimburse for shipping and handling, do not include these charges in the estimate. If the provider is uncertain whether the total cost will exceed the dollar threshold, the provider should submit a PA request for the service.

Topic #10897

Prior Authorization for Diagnosis Restricted Diabetic Supplies

Some diabetic supplies may be used to treat or monitor conditions related to diabetes. PA (prior authorization) requests may be approved for blood glucose meters, blood glucose strips, control solutions, lancets, and lancet devices if a member has one of the following diagnoses:

- 249.00 (Secondary diabetes mellitus without complications [not stated]).
- 249.01 (Secondary diabetes without complications [uncontrolled]).
- 250.8 (Diabetic Hypoglycemia).
- 251.1 (Hyperinsulinemic hypoglycemia).
- 277.7 (Dysmetabolic syndrome X).
- 790.21 (Impaired fasting glucose).
- 790.22 (Abnormal glucose tolerance test).

A diagnosis from the ones listed above must be included on the PA request and on claims.

To request PA for members having one of the diagnoses above, providers are required to submit the following:

- A [PA/RF \(Prior Authorization Request Form, F-11018 \(10/08\)\)](#).
- A [PA/DGA \(Prior Authorization/Drug Attachment, F-11049 \(10/08\)\)](#).
- Supporting documentation.

If the PA request is denied, the supply is considered noncovered. PA requests are only considered for members enrolled in the BadgerCare Plus Standard Plan and Medicaid.

Situations Requiring New Requests

Topic #452

Change in Billing Providers

Providers are required to submit a new PA (prior authorization) 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:

- A copy of the existing PA request, if possible.
- A new PA request, including the required attachments and supporting documentation indicating the new billing provider's name and address and billing provider number.
- 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 #9138

Prior Authorizations for Diabetic Supplies

When a PA request is approved for diabetic supplies, the member may go to any certified provider to obtain the prior authorized supplies. As a result, the member's PA does not need to be enddated when the member changes providers.

Topic #5197

Changes to Member Enrollment Status

Changes to a member's enrollment status may affect PA (prior authorization) determinations. In the following cases, providers are required to obtain valid, approved PA for those services that require PA:

- A member enrolled in the BadgerCare Plus Standard Plan has a change in income level and becomes eligible for the BadgerCare Plus Benchmark Plan. The member's enrollment status changes to Benchmark Plan.
- A member enrolled in the Benchmark Plan has a change in income level or medical condition and becomes eligible for the Standard Plan or Medicaid. The member's enrollment status changes to Standard Plan or Medicaid accordingly.

Some changes in a member's enrollment status do not affect PA determinations. In the following cases, providers are not required to obtain separate PA because PA will continue to be valid:

- A member enrolled in the Standard Plan becomes eligible for Medicaid coverage. PA granted under the Standard Plan will be valid for Medicaid.

- A member switches from the Standard Plan to the Benchmark Plan and there is already a valid PA on file for the member under the Benchmark Plan.
- A member switches from the Benchmark Plan to the Standard Plan or Medicaid and there is already a valid PA on file for the member under the Standard Plan or Medicaid.

Providers are encouraged to [verify enrollment](#) before every office visit or service rendered. Verifying enrollment will help providers identify changes in member enrollment status and take appropriate actions to obtain PA for services when necessary.

The first time a member switches plans, the provider is required to submit a new PA request, including all required PA forms and attachments. If a member switches back into either of the plans and there is a valid, approved PA on file under that plan, the provider does not need to submit a new PA request.

Providers who have a provider account on the ForwardHealth Portal may use the Portal to check if a valid PA is on file for the service.

Calculating Limits for Services Requiring Prior Authorization

Any limits that pertain to services requiring PA will accumulate separately under each plan.

Topic #453

Examples

Examples of when a new PA (prior authorization) request must be submitted include the following:

- A provider's billing provider changes.
- A member requests a provider change that results in a change in billing providers.
- 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 Standard Plan, BadgerCare Plus Benchmark Plan, 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 (prior authorization) 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

Topic #12597

278 Health Care Services Review — Request for Review and Response Transaction

Providers may request PA (prior authorization) electronically using the 278 (278 Health Care Services Review — Request for Review and Response) 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 (999 Functional Acknowledgment) for a test 278 transaction, trading partners are required to call the [EDI \(Electronic Data Interchange\) 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 (Provider Electronic Solutions). In order to submit the 278 transaction, trading partners will need to use their own software or contract with a software vendor.

Topic #7857

Drug Authorization and Policy Override Center

The [DAPO \(Drug Authorization and Policy Override\) Center](#) is a specialized drug helpdesk for prescribers, their designees, and pharmacy providers to submit PA (prior authorization) requests for specific drugs and diabetic supplies and to request policy overrides for specific policies over the telephone. After business hours, prescribers may leave a voicemail message for DAPO Center staff to return the next business day.

The DAPO Center is staffed by pharmacists and certified pharmacy technicians.

Prior Authorization Requests and Policy Override Decisions

Providers who call the DAPO Center to request a PA or policy override are given an immediate decision about the PA or policy

override, allowing members to receive drugs or diabetic supplies in a timely manner. The DAPO Center reviews PA requests and policy overrides for members enrolled in BadgerCare Plus, Medicaid, and SeniorCare.

Prior Authorization Requests

Prescribers or their billing providers are required to be certified by Wisconsin Medicaid to submit PA requests to ForwardHealth. Prescribers who are certified by Wisconsin Medicaid should indicate their name and NPI (National Provider Identifier) as the billing provider on PA requests. Providers who are not certified by Wisconsin Medicaid should indicate the name and NPI of the Wisconsin Medicaid-certified billing provider (e.g., clinic) with which they are affiliated on PA requests.

When calling the DAPO Center, a pharmacy technician will ask prescribers a series of questions based on a Prior Authorization Drug Attachment form. Prescribers are encouraged to have all of the information requested on the appropriate Prior Authorization Drug Attachment completed or the member's medical record available when they call the DAPO Center. DAPO Center staff will ask for the name of the caller and the caller's credentials. (i.e., Is the caller an RN (registered nurse), physician's assistant, certified medical assistant?)

Generally by the end of the call, if clinical PA criteria are met, DAPO Center staff will approve the PA request based on the information provided by the caller. If the PA request is approved, a decision notice letter will be mailed to the billing provider. After a PA has been approved, the prescriber should send the prescription to the pharmacy and the member can pick up the drug or diabetic supply. The member does not need to wait for the prescriber to receive the decision notice to pick up the drug or diabetic supply at the pharmacy.

Note: If the provider receives a decision notice letter for a drug for which he or she did not request PA, the provider should notify the DAPO Center within 14 days of receiving the letter to inactivate the PA.

If a prescriber or his or her designee calls the DAPO Center to request PA and the clinical criteria for the PA are not met, the caller will be informed that the PA request is not approved because it does not meet the clinical criteria. If the prescriber chooses to submit additional medical documentation for consideration, he or she may submit the PA request to ForwardHealth for review by a pharmacist. The prescriber is required to submit a [PA/RF \(Prior Authorization Request Form, F-11018 \(10/08\)\)](#) and the applicable PA drug attachment form with the additional medical documentation. Documentation may be submitted to ForwardHealth through the Portal or by fax or mail.

Providers with questions about pharmacy policies and procedures may continue to call [Provider Services](#).

Policy Override Decisions

When calling the DAPO Center to request a policy override, the following information must be provided:

- Member information.
- Provider information.
- Prescription information.
- The reason for the override request.

Topic #455

Fax

Faxing of all PA (prior authorization) 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 \(F-1176 \(01/10\)\)](#) 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.
- 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:

- Attach a completed cover sheet with the number of pages of the fax.
- 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 \(Prior Authorization Request Form, F-11018 \(10/08\)\)](#) or the [PA/HIAS1 \(Prior Authorization for Hearing Instrument and Audiological Services 1, F-11020](#)

[\(10/08\)](#) 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:

- "Your approved, modified, or denied PA request(s) is attached."
- "Your PA request(s) requires additional information (see attached). Resubmit the entire PA request, including the attachments, with the requested additional information."
- "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 (prior authorization) features on the ForwardHealth Portal to do the following:

- Submit PA requests and amendments for all services that require PA.
- Upload PA attachments and additional supporting clinical documentation for PA requests.
- [Receive](#) decision notice letters and returned provider review letters.
- [Correct](#) returned PA requests and PA amendment requests.
- Change the status of a PA request from Suspended to Pending.
- Submit additional supporting documentation for a PA request that is in Suspended or Pending Status.
- [Search and view](#) previously submitted PA requests.
- 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 (National Provider Identifier) requirements, NPI and related data are required on PAs 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 PAs with a status of "Approved" or "Approved with Modifications."

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 \(Prior Authorization/"J" Code Attachment, F-11034 \(10/08\)\)](#), 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 \(F-11159 \(10/08\)\)](#) 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 \(Prior Authorization Request Form, F-11018 \(10/08\)\)](#) 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 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 the providers.

Additional Supporting Clinical Documentation

ForwardHealth accepts additional supporting clinical documentation when the information cannot be indicated on the required PA 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.

- Upload electronically.
- Mail.
- Fax.

Providers can choose to upload electronic supporting information through the Portal in the following formats:

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

- Correcting a PA or PA amendment that is in a Returned — Provider Review status.
- Submitting a PA amendment.

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 the pertinent information is difficult to find.

Suspended Prior Authorization Requests

For PA requests in a suspended status, the provider has the option to:

- Change a PA request status from Suspended to Pending.
- 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 determined 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, checking the box indicating that the PA is ready for processing without additional documentation, and clicking the Submit button to allow the PA to be processed by ForwardHealth. There is an optional free form text box, which allows providers to explain or comment on why the PA can be processed.

Submitting Additional Supporting Clinical Documentation for a Prior Authorization Request in Suspended or Pending Status

There is a "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 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 (prior authorization) 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
6406 Bridge Rd
Madison WI 53784-0088

Providers are encouraged to retain copies of all PA requests and supporting documentation before submitting them to ForwardHealth.

Topic #457

STAT-PA

Providers can submit STAT-PA (Specialized Transmission Approval Technology-Prior Authorization) requests for a limited number of services (e.g., certain drugs, selected orthopedic shoes, lead inspections for HealthCheck). The STAT-PA system is an automated system accessed by providers by touch-tone telephone that allows them to receive an immediate decision for certain PA (prior authorization) requests.

NPI (National Provider Identifier) and related data are required when using the STAT-PA system.

Providers are encouraged to retain copies of all PA requests and supporting documentation before submitting them to ForwardHealth.

Note: A PA request cannot be submitted through STAT-PA for members enrolled in the BadgerCare Plus Benchmark Plan, the BadgerCare Plus Core Plan, or the BadgerCare Plus Basic Plan. PA requests for members enrolled in the Benchmark Plan, the Core Plan, and the Basic Plan may be submitted online via the ForwardHealth Portal or on paper.

Topic #1838

To request PA for selected orthopedic shoes using the STAT-PA system, access STAT-PA in one of the following ways:

- Touch-tone telephone.
- STAT-PA help desk correspondent.

Wisconsin STAT-PA is available from 8:00 a.m. to 11:45 p.m., seven days a week. The STAT-PA help desk is available from 8 a.m. to 6 p.m., Monday through Friday, excluding holidays. Providers are allowed to submit up to five PA requests per connection for touch-tone telephone and help desk queries.

The [STAT-PA System Instructions \(F-11055 \(10/08\)\)](#) and the [STAT-PA Quick Reference Guide](#) include more information about STAT-PA inquiries.

Responses to a STAT-PA Request

A STAT-PA request will be approved or returned. Providers will receive a STAT-PA confirmation notice both during the transaction and by mail for any STAT-PA request submitted, whether it was approved or returned. The STAT-PA system will assign a PA number to the transaction only when all of the questions in the STAT-PA Required Information section have been appropriately answered.

When a STAT-PA request is *approved*:

- A PA number is assigned at the end of the transaction.
- The approved procedure code(s) is indicated.
- The grant and expiration dates are indicated.
- The provider records the assigned PA number on the STAT-PA Orthopedic Shoes Worksheet.
- Providers are required to maintain a copy of the worksheet in their records for documentation purposes.

When a STAT-PA request is *returned*:

- A PA number is assigned at the end of the transaction.
- The STAT-PA system indicates that more clinical documentation is required and the provider may submit a paper PA request for reconsideration.
- If the provider chooses to resubmit the PA request on paper, the provider is required to include:
 - A [PA/RF \(Prior Authorization Request Form, F-11018 \(10/08\)\)](#) with the STAT-PA-assigned PA number in the description field. (This allows for backdating to the grant date originally requested. It is also important for adjudication of the paper PA request.)
 - The [PA/DMEA \(Prior Authorization/Durable Medical Equipment Attachment, F-11030 \(10/08\)\)](#).
 - A signed and dated prescription.
 - A copy of the completed STAT-PA Orthopedic Shoes Worksheet.
- Providers are required to maintain a copy of the completed STAT-PA Orthopedic Shoes Worksheet in their records for documentation purposes. Providers are required to maintain all documentation that supports medical necessity, claim information, and delivery of equipment in their records for a period not less than five years.
- A request for reconsideration may be faxed or mailed to ForwardHealth.

Wheelchairs and Wheelchair Accessories

Topic #1883

Power-Operated Vehicles (Scooters)

All power-operated vehicles require PA (prior authorization). PA requests for power-operated vehicles with procedure codes K0801, K0802, K0807, and K0808 will be considered when the member has exceptional needs (e.g., greater weight capacity or heavy-duty needs). Providers are required to document on the PA request the member's medical need and any exceptional circumstances (e.g., member's weight) for consideration of the use of these procedure codes.

Documentation for Power-Operated Vehicles

PA requests for power-operated vehicles must include the following:

- A completed [PA/RF \(Prior Authorization Request Form, F-11018 \(10/08\)\)](#).
- A completed [PA/DMEA \(Prior Authorization/Durable Medical Equipment Attachment, F-11030 \(10/08\)\)](#).
- Brand/model of requested equipment.
- A photocopy of the manufacturer's suggested retail price list when requesting a power-operated vehicle with procedure codes K0801, K0802, K0807, and K0808 or any accessories listed under procedure code E1399 (Durable medical equipment, miscellaneous).
- A prescription signed and dated by a physician within six months of the date ForwardHealth receives the PA request.

Providers are reminded that PA requests for power-operated vehicles must include, at a minimum, the following supporting clinical documentation:

- Member's height and weight.
- Member's diagnosis and date of onset and any associated condition(s) necessitating the equipment.
- Member's ambulation skills.
- Member's ability to transfer on and off the power-operated vehicle.
- Member's demonstrated ability to use the power-operated vehicle in all necessary environments.
- How and where the scooter will be used in the member's daily routine (e.g., indoors versus outdoors, city versus rural).
- Location of power-operated vehicle when not in use.
- Accessibility of rooms used in member's residence.
- Method of transporting the power-operated vehicle.
- Therapy evaluation, if available and/or if requested.
- List of reasons the requested power-operated vehicle was selected over other brands/models as the most appropriate and cost effective. Indicate other brands/ models considered or tried but not selected.

This documentation, along with the serial number of the power-operated vehicle that is being requested, must be maintained in the member's medical record.

Documentation for Replacement Equipment

A PA request for a power-operated vehicle that is replacing existing equipment must include the following supporting documentation:

- Age and condition of existing equipment.
- Reason for replacement.

- Whether repair to existing equipment is possible, and if so, the total estimated cost to repair the existing equipment.

Topic #1884

Wheelchairs and Accessories

Rental of manual wheelchairs after 60 days requires PA (prior authorization). The PA request must indicate that the need is of short-term duration. Rental of a wheelchair may be approved for a time period.

The following guidelines are used for requesting PA for a non-nursing home manual wheelchair and a non-nursing home power\motorized wheelchair:

- Document the specific brand and type with the components.
- Have a physician prescription.
- Documents the following (be as specific as possible):
 - Medical necessity.
 - Therapist evaluation and justification (if available).
 - Independent use or description of abilities.
 - Caregiver involvement.
 - Accessibility of the home (e.g., ramps, door ways, bathroom, halls, kitchen).
 - Means of transporting the wheelchair.
 - Specific activity involvement.

Wheelchairs for Nursing Home Residents

Justification on the PA request for nursing home wheelchairs must include specific and measurable goals for functional ADL (activities of daily living). Functional ADL include eating, dressing, hygiene, grooming, and vocational activities of the member. The therapy evaluation typically includes this information and should be attached to the PA request. The following are not considered medically necessary justifications for obtaining PA:

- Independent mobilization of a wheelchair to social activities.
- Therapy consisting of a range of motion program.
- General strengthening program.
- Positioning program or prevocational skills.

Reimbursement

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Archive Date:03/01/2012

Reimbursement:Amounts

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 or Medicaid) 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 or Medicaid.

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 (electronic funds transfer) 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 (managed care organizations) 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 (specialized medical vehicle) providers during their provisional certification 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 (text) 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.

Topic #11157

Negative Pressure Wound Therapy Pumps

Negative pressure wound therapy pumps are described in HCPCS (Healthcare Common Procedure Coding System) procedure code E2402 (Negative pressure wound therapy electrical pump, stationary or portable). The canister, dressings, and related supplies (procedure code A7000 [Canister, disposable, used with suction pump] and procedure code A6550 [Wound care set, for negative pressure wound therapy electrical pump, includes all supplies and accessories]) are included as part of the reimbursement for the negative pressure wound therapy pump and are not separately reimbursable.

The [maximum allowable fee](#) for negative pressure wound therapy pumps is allowed per member, per day up to 90 days for the lifetime of a member. Modifier "RR" (Rental) is required to be indicated with procedure code E2402 on claims submitted for the initial 90 days.

After the lifetime 90 days, the maximum allowable fee will be reduced by half and allowable up to an additional 90 days for a rolling 12 months. Modifiers "RR" and "52" (Reduced services) are required to be indicated with procedure code E2402 on claims submitted for the reduced rate after the lifetime 90 days of payments are exhausted.

The lifetime limit and the rolling 12 month limit for negative pressure wound therapy pumps will be calculated regardless of POS, based on a combination of nursing home and in-home services. If a claim is denied because the member's lifetime limit is exhausted, providers may resubmit the claim with modifier "52."

Once the limit is reached for the additional 90 days for the rolling 12 months, the service is considered noncovered and may not be billed to Standard Plan members or Medicaid members or to their families under any circumstances and cannot be appealed. This includes the use of negative pressure wound therapy pumps for purposes that do not qualify for reimbursement.

Durable medical equipment providers cannot be directly reimbursed for negative pressure wound therapy pump services to members residing in a nursing home.

Topic #1885

Reimbursement for Oxygen-Related Services

Wisconsin Medicaid reimburses DME (durable medical equipment) providers for oxygen equipment rental and accessories at a single daily rate. Reimbursement for rented systems (including portable systems) procedure codes include oxygen contents and the reimbursement amount is based on the prescribed flow rate. The flow rate is indicated on the claim using a modifier.

Providers are reimbursed for oxygen contents at a monthly rate only for member-owned or nursing home-owned systems.

Providers are reminded that reimbursement for oxygen services can be made only for the days the member actually uses it, whether the member is using oxygen in his or her home or in a nursing facility.

Topic #1886

Rented Durable Medical Equipment

Rental charges for DME (durable medical equipment) are deducted from the Medicaid-allowed amount for the subsequent purchase of the item.

Equipment rental is covered only as long as medical necessity exists. If equipment is returned to the provider before the PA (prior authorization)'s expiration date because it is no longer needed, the provider must prorate the rental charge based on the DOS (date of service).

Collecting Payment From Members

Topic #9277

Basic Plan Service Limitations

Services that exceed a service limitation established under the BadgerCare Plus Basic Plan are considered noncovered. Providers are required to follow certain procedures for billing members who receive these services.

Services with Visit Limitations per Enrollment Year

Under the Basic Plan, certain services (e.g., outpatient hospital visits) are covered until a member reaches a specified number of visits or days of service per enrollment year. Visits that exceed the service limitations established under the Basic Plan are considered noncovered. Services provided during a noncovered visit will not be reimbursed by the Basic Plan. Providers are encouraged to inform the member when he or she has reached a service limitation. If a member requests a service that exceeds the limitation, the member is responsible for payment. Providers are strongly encouraged to make payment arrangements with the member in advance.

Services with Dollar Amount Limits per Enrollment Year

Under the Basic Plan, certain services (i.e., DME (durable medical equipment)) are subject to a specified dollar amount service limitation per member per enrollment year. Any products or services that exceed the dollar amount limit are considered noncovered. Providers will be reimbursed for DME provided to Basic Plan members at the lesser of the provider's usual and customary charge or the established maximum allowable fee until the member reaches his or her service limitation of \$500.00 per year.

If BadgerCare Plus covers any portion of the DME charges, providers are required to accept the BadgerCare Plus-allowed reimbursement, which is the lesser of the provider's usual and customary charge or the maximum allowable fee, as payment in full. If BadgerCare Plus pays a portion of the claim and the claim exceeds the member's service limitation, providers can balance bill the member for the difference between the allowed reimbursement and the dollar amount actually paid by BadgerCare Plus.

For example, suppose the BadgerCare Plus-allowed reimbursement for a DME item is \$150.00 and the member has expended \$400.00 of his or her DME coverage for the enrollment year. BadgerCare Plus will reimburse only \$100.00 before the member has exhausted his or her coverage. The member is responsible for the additional \$50.00. The provider must still accept \$150.00 as payment in full because BadgerCare Plus reimbursed a portion of the charges. The provider must not bill the member for more than \$50.00.

If a member has already met or exceeded his or her DME service limitation, BadgerCare Plus will not reimburse providers for DME provided to that member. The provider may collect his or her usual and customary charge from the member.

Topic #4317

Benchmark Plan Service Limitations

Services that exceed a service limitation established under the BadgerCare Plus Benchmark Plan are considered noncovered. Providers are required to follow certain procedures for billing members who receive these services.

Services with Visit Limitations per Enrollment Year

Under the Benchmark Plan, some services are covered until a member reaches a specified number of visits or days of service per enrollment year. These services include:

- Inpatient hospital stays for substance abuse and mental health treatment.
- Home health visits.
- Nursing home stays.
- Routine eye exams.
- Therapy visits (PT (physical therapy), OT (occupational therapy), and SLP (speech and language pathology)).

Note: Hospice services are subject to a lifetime limit under the Benchmark Plan.

Visits and days of service that exceed the service limitations established under the Benchmark Plan are considered noncovered. Services provided during a noncovered visit will not be reimbursed by BadgerCare Plus. Providers are encouraged to inform the member when he or she has reached a service limitation.

If a member requests a service that exceeds the limitation, the member is responsible for payment. Providers should make payment arrangements with the member in advance.

Services with Dollar Amount Limits per Enrollment Year

Under the Benchmark Plan, some services are subject to a specified dollar amount service limitation per member per enrollment year. Any products or services that exceed the dollar amount limit are considered noncovered.

If BadgerCare Plus reimburses any portion of the charges for the service, providers are required to accept the BadgerCare Plus allowed reimbursement, which is the lesser of the provider's usual and customary charges or the maximum allowable fee, as payment in full. If BadgerCare Plus pays a portion of the claim and the claim exceeds the member's dollar amount service limitation, providers can balance bill the member for the difference between the allowed reimbursement and the dollar amount actually paid by BadgerCare Plus.

For example, the Benchmark Plan reimburses up to \$2,500.00 for DME (durable medical equipment) per member per enrollment year. Suppose a member has expended \$2,200.00 of her DME coverage and requires a new DME item. The BadgerCare Plus-allowed reimbursement for this DME item is \$500.00. BadgerCare Plus will reimburse only \$300.00 before the member has exhausted his or her coverage. The member is responsible for the additional \$200.00. The provider must still accept \$500.00 as payment in full because BadgerCare Plus reimbursed a portion of the charges. The provider must not bill the member for more than \$200.00.

If a member has already met or exceeded his or her dollar limit, BadgerCare Plus will not reimburse providers for services provided to that member. Providers can bill members up to their usual and customary charges for noncovered services.

Topic #227

Conditions That Must Be Met

A member may request a noncovered service, a covered service for which PA (prior authorization) 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 #5637

Core Plan Service Limitations

Services that exceed a service limitation established under the BadgerCare Plus Core Plan are considered noncovered. Providers are required to follow certain procedures for billing members who receive these services.

Services with Visit Limitations per Enrollment Year

Under the Core Plan, certain services (i.e., PT (physical therapy), OT (occupational therapy), and SLP (speech and language pathology)) are covered until a member reaches a specified number of visits or days of service per enrollment year. Visits that exceed the service limitations established under the Core Plan are considered noncovered. Services provided during a noncovered visit will not be reimbursed by the Core Plan. Providers are encouraged to inform the member when he or she has reached a service limitation. If a member requests a service that exceeds the limitation, the member is responsible for payment. Providers are strongly encouraged to make payment arrangements with the member in advance.

Services with Dollar Amount Limits per Enrollment Year

Under the Core Plan, some services are subject to a specified dollar amount service limitation per member per enrollment year. Any products or services that exceed the dollar amount limit are considered noncovered. If BadgerCare Plus reimburses any portion of the charges for the service, providers are required to accept the Core Plan allowed reimbursement, which is the lesser of the provider's usual and customary charges or the maximum allowable fee, as payment in full. If BadgerCare Plus pays a portion of the claim and the claim exceeds the member's dollar amount service limitation, providers can balance bill the member for the difference between the allowed reimbursement and the dollar amount paid by BadgerCare Plus. For example, the Core Plan reimburses up to \$2,500.00 for durable medical equipment (DME) per member per enrollment year. Suppose a member has expended \$2,200.00 of his or her DME coverage and requires a new DME item. The allowed reimbursement for this DME item is \$500.00. BadgerCare Plus will reimburse only \$300.00 before the member has exhausted his or her coverage. The member is responsible for the additional \$200.00. The provider must still accept \$500.00 as payment in full because BadgerCare Plus reimbursed a portion of the charges. The provider must not bill the member for more than \$200.00. If a member has already met or exceeded his or her dollar limit, BadgerCare Plus will not reimburse providers for services provided to that member. Providers can bill members up to their usual and customary charges for noncovered services.

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 #1887

Deposit Fees and Delivery Charges Prohibited

Providers are prohibited from charging members a deposit fee, delivery charge, or any amount other than copayment for DME (durable medical equipment).

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 or hospital.
- Noncovered services if certain conditions are met.
- Covered services for which PA (prior authorization) 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 certification.

Copayment

Topic #1888

Amounts

Information is available for [DOS \(dates of service\) before January 1, 2010](#).

BadgerCare Plus Standard Plan, BadgerCare Plus Core Plan, and Medicaid

Allowable DME (durable medical equipment) procedure codes and their applicable copayment amounts under the BadgerCare Plus Standard Plan, the BadgerCare Plus Core Plan, and Medicaid can be found in the [maximum allowable fee schedule](#). There is no copayment for rentals.

BadgerCare Plus Benchmark Plan

Copayment for purchased DME is up to \$5.00 per item under the BadgerCare Plus Benchmark Plan. If reimbursement for the DME is less than \$5.00, the member must be charged the lesser amount.

Nursing home residents who are members of the Benchmark Plan are subject to copayment for DME that is not covered in the nursing home daily rate.

BadgerCare Plus Basic Plan

Copayment for most DME covered under the BadgerCare Plus Basic Plan is up to \$10.00 per item with no monthly or annual limits. If the reimbursement amount for an item is less than the copayment amount, the member should be charged the lesser amount as copayment.

Note: Rental items and repairs are not subject to a copayment.

Topic #9139

Copayment for Diabetic Supplies

Copayment for diabetic supplies is \$0.50 per prescription for all benefit plans with no monthly or annual limits. For example, if a member has one prescription for two boxes of lancets, the copayment would be \$0.50 and one prescription for one box of syringes, the copayment would be \$0.50. The member's total copayment is \$1.00.

Topic #231

Exemptions

Wisconsin Medicaid Exemptions

According to [DHS 104.01\(12\)](#), Wis. Admin. Code, providers are prohibited from collecting copayment from the following

Wisconsin Medicaid members:

- Children in a mandatory coverage category. In Wisconsin, this includes:
 - Children in foster care, regardless of age.
 - Children in subsidized adoption, regardless of age.
 - Children in the Katie Beckett program, regardless of age.
 - Children under age one with income up to 150 percent of the FPL (Federal Poverty Level).
 - Children ages 1 through 5 with income up to 185 percent FPL.
 - Children ages 6 through 18 years of age with incomes at or below 100 percent of the FPL.
- Children who are American Indian or Alaska Natives who are enrolled in the state's CHIP (Child Health Insurance Program).
- American Indians or Alaskan Natives, regardless of age or income level, when they receive items and services either directly from an Indian health care provider or through referral under contract health services.
- Terminally-ill individuals receiving hospice care.
- Nursing home residents.

The following services do not require copayment:

- Case management services.
- Crisis intervention services.
- CSP (Community Support Program) services.
- Emergency services.
- Family planning services, including sterilizations.
- Home care services.
- Hospice care services.
- Immunizations.
- Independent laboratory services.
- Injections.
- PDN (private duty nursing) and PDN services for ventilator-dependent members.
- SBS (school-based services).
- Substance abuse day treatment services.
- Surgical assistance.

BadgerCare Plus Standard Plan Exemptions

Providers are prohibited from collecting copayment from the following BadgerCare Plus Standard Plan members:

- Children in a mandatory coverage category. In Wisconsin, this includes:
 - Children in foster care, regardless of age.
 - Children in subsidized adoption, regardless of age.
 - Children in the Katie Beckett program, regardless of age.
 - Children under age one with income up to 150 percent of the FPL (Federal Poverty Level).
 - Children ages 1 through 5 with income up to 185 percent FPL.
 - Children ages 6 through 18 years of age with incomes at or below 100 percent of the FPL.
- Children who are American Indian or Alaska Natives who are enrolled in the state's CHIP (Child Health Insurance Program).
- American Indians or Alaskan Natives, regardless of age or income level, when they receive items and services either directly from an Indian health care provider or through referral under contract health services.
- Terminally-ill individuals receiving hospice care.
- Nursing home residents.

The following services do not require copayment:

- Case management services.
- Crisis intervention services.
- CSP services.
- Emergency services.
- Family planning services, including sterilizations.
- Home care services.
- Hospice care services.
- Immunizations.
- Independent laboratory services.
- Injections.
- PDN and PDN services for ventilator-dependent members.
- SBS.
- Substance abuse day treatment services.
- Surgical assistance.

Wisconsin Well Woman Medicaid Exemptions

Providers are prohibited from collecting copayment from members who have been enrolled into WWWMA (Wisconsin Well Woman Medicaid) from the BadgerCare Plus Benchmark Plan or the BadgerCare Plus Core Plan for any Medicaid covered service.

Topic #4273

BadgerCare Plus Benchmark Plan Exemptions

Certain Benchmark Plan members are exempt from copayment requirements, including the following:

- Members under 18 years old who are members of a federally recognized tribe.
- Pregnant women.

Providers should always use Wisconsin's EVS (Enrollment Verification System) to verify member enrollment and to [check if the member is subject to a copayment](#).

The following services do not require copayment under the Benchmark Plan:

- Family planning services.
- Preventive services, including HealthCheck screenings.

Topic #233

Limitations

Providers should verify that they are collecting the correct copayment for services as some services have monthly or annual copayment limits. Providers may not collect member copayments in amounts that exceed copayment limits.

Resetting Copayment Limitations

Copayment amounts paid by a member enrolled in the BadgerCare Plus Benchmark Plan and the BadgerCare Plus Core Plan within their continuous 12-month enrollment year will reset in the following situations:

- A fee-for-service member is enrolled in an HMO (health maintenance organization).
- A member switches from one HMO to another HMO (only allowable within the first 90 days of Core Plan enrollment).
- A member is disenrolled from an HMO and moves to fee-for-service.

Note: When a member goes from fee-for-service into an HMO and subsequently moves back to fee-for-service, copayments will not be reset for the services that were received under the initial fee-for-service enrollment period.

Resetting copayment limitations does not change a member's [Benchmark Plan](#) enrollment year or a member's [Core Plan](#) enrollment year.

Topic #237

Refund/Collection

If a provider collects a copayment before providing a service and BadgerCare Plus does not reimburse the provider for any part of the service, the provider is required to return or credit the entire copayment amount to the member.

If BadgerCare Plus deducts less copayment than the member paid, the provider is required to return or credit the remainder to the member. If BadgerCare Plus deducts more copayment than the member paid, the provider may collect the remaining amount from the member.

Topic #239

Requirements

Federal law permits states to charge members a copayment for certain covered services. Providers are required to request copayments from members. Providers may not deny services to a Wisconsin Medicaid or BadgerCare Plus Standard Plan member who fails to make a copayment; however, providers may deny services to a BadgerCare Plus Benchmark Plan member, BadgerCare Plus Core Plan member, or BadgerCare Plus Basic Plan member who fails to make a copayment.

Chapter [49.45\(18\)](#), Wis. Stats., requires providers to make a reasonable attempt to collect copayment from the member unless the provider determines that the cost of collecting the copayment exceeds the amount to be collected.

Payer of Last Resort

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 (General Assistance).
- HCBS (Home and Community-Based Services) waiver programs.
- IDEA (Individuals with Disabilities Education Act).
- Indian Health Service.
- Maternal and Child Health Services.
- WCDP (Wisconsin Chronic Disease Program).
 - 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 (Civilian Health and Medical Plan of the Veterans Administration).
- 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 (managed care organization).

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

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 (durable medical equipment) delivery charges are included in the reimbursement for DME items.

Resources

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Archive Date:03/01/2012

Resources:Contact Information

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 certified 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 (prior authorization) 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 (Provider Electronic Solutions) 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 (protected health information), is included in the message. PHI can include things such as the member's name combined with his/her identification number or SSN (Social Security number).

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 (National Provider Identifier) 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 (date of service).

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 (Wisconsin Chronic Disease Program), and WWWP (Wisconsin Well Woman Program) 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.
- Certification.
- COB (coordination of benefits) (e.g., verifying a member's other health insurance coverage).
- Assistance with completing forms.
- Assistance with remittance information and claim denials.
- Policy clarification.

- PA (prior authorization) 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 (National Provider Identifier) 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 (dates of service).
- Amount billed.
- RA (Remittance Advice).
- 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:

- WCDP and WWWP (for inquiries from all providers regarding WCDP or WWWP).
- Dental (for all inquiries regarding dental services).
- Medicaid or SeniorCare Pharmacy (for pharmacy providers) or STAT-PA (Specialized Transmission Approval Technology-Prior Authorization) for STAT-PA inquiries, including inquiries from pharmacies, DME (durable medical equipment) providers for orthopedic shoes, and HealthCheck providers for environmental lead inspections.
- Medicaid and BadgerCare Plus institutional services (for inquiries from providers who provide hospital, nursing home, home health, personal care, ESRD (end-stage renal disease), and hospice services or NIP (nurses in independent practice)).
- Medicaid and BadgerCare Plus professional services (for inquiries from all other providers not mentioned in the previous menu prompts).

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 \(F-1170 \(07/09\)\)](#) 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
6406 Bridge Rd
Madison WI 53784-0005

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 (Division of Health Care Access and Accountability) 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 \(F-1016 \(02/09\)\)](#) 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

Services and resources, contact information, and hours of availability are effective after ForwardHealth implementation, unless otherwise noted.

ForwardHealth Portal	www.forwardhealth.wi.gov/	24 hours a day, seven days a week
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.		
WiCall Automated Voice Response System	(800) 947-3544	24 hours a day, seven days a week
WiCall, the ForwardHealth Automated Voice Response system, provides responses to the following inquiries: <ul style="list-style-type: none"> • Checkwrite. • Claim status. • Prior authorization. • Member enrollment. 		
ForwardHealth Provider Services Call Center	(800) 947-9627	Monday through Friday, 7:00 a.m. to 6:00 p.m. (Central Time)*
To assist providers in the following programs: <ul style="list-style-type: none"> • BadgerCare Plus. • Medicaid. • SeniorCare. • Wisconsin Well Woman Medicaid. • Wisconsin Chronic Disease Program (WCDP). • Wisconsin Well Woman Program (WWWP). • Wisconsin Medicaid and BadgerCare Plus Managed Care Programs. 		
ForwardHealth Portal Helpdesk	(866) 908-1363	Monday through Friday, 8:30 a.m. to 4:30 p.m. (Central Time)*
To assist providers and trading partners with technical questions regarding Portal functions and capabilities, including Portal accounts, registrations, passwords, and submissions through the Portal.		
Electronic Data Interchange Helpdesk	(866) 416-4979	Monday through Friday, 8:30 a.m. to 4:30 p.m. (Central Time)*
For providers, trading partners, billing services, and clearing houses with technical questions about the following: <ul style="list-style-type: none"> • Electronic transactions. • Companion documents. • Provider Electronic Solutions (PES) software. 		
Managed Care Ombudsman Program	(800) 760-0001	Monday through Friday, 7:00 a.m. to 6:00 p.m. (Central Time)*
To assist managed care enrollees with questions about enrollment, rights, responsibilities, and general managed care information.		
Member Services	(800) 362-3002	Monday through Friday, 7:00 a.m. to 6:00 p.m. (Central Time)*
To assist ForwardHealth members or persons calling on behalf of members with program information and requirements, enrollment, finding certified providers, and resolving concerns.		

* With the exception of state-observed holidays.

Electronic Data Interchange

Topic #459

Companion Guides and NCPDP Version D.0 Payer Sheet

Companion guides and the NCPDP (National Council for Prescription Drug Programs) 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, WCDP (Wisconsin Chronic Disease Program), and WWWP (Wisconsin Well Woman Program). 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 (Health Insurance Portability and Accountability Act of 1996) 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 (Remittance Advice), 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 \(Electronic Data Interchange\) 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 revision log 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 \(Electronic Data Interchange\) 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 (National Council for Prescription Drug Programs) D.0, 270/271 (270/271 Health Care Eligibility/Benefit Inquiry and Information Response), 276/277 (276/277 Health Care Claim Status Request and Response), or 278 (278 Health Care Services Review — Request for Review and Response) transactions via an approved clearinghouse.

The EDI Helpdesk supports the exchange of the transactions for BadgerCare Plus, Medicaid, SeniorCare, WCDP (Wisconsin Chronic Disease Program), and WWWP (Wisconsin Well Woman Program).

Topic #461

Electronic Data Interchange Helpdesk

The [EDI \(Electronic Data Interchange\) 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 (Health Insurance Portability and Accountability Act of 1996) ASC (Accredited Standards Committee) X12 version 5010 companion guides and the NCPDP (National Council for Prescription Drug Programs) 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 \(Electronic Data Interchange\) Helpdesk](#), trading partners may exchange the following electronic transactions:

- 270/271 (270/271 Health Care Eligibility/Benefit Inquiry and Information Response). The 270 is the electronic transaction for inquiring about a member's enrollment. The 271 is received in response to the inquiry.
- 276/277 (276/277 Health Care Claim Status Request and Response). The 276 is the electronic transaction for checking

claim status. The 277 is received in response.

- 278 (278 Health Care Services Review - Request for Review and Response). The electronic transaction for health care service PA (prior authorization) requests.
- 835 (835 Health Care Claim Payment/Advice). The electronic transaction for receiving remittance information.
- 837 (837 Health Care Claim). The electronic transaction for submitting claims and adjustment requests.
- 999 (999 Functional Acknowledgment). 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 (Point-of-Sale) electronic transaction for submitting pharmacy claims.

Topic #9177

Provider Electronic Solutions Software

ForwardHealth offers electronic billing software at no cost to providers. The PES (Provider Electronic Solutions) software allows providers to submit NCPDP (National Council for Prescription Drug Programs) transactions, reverse claims, and check claim status. 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 #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 (Provider Electronic Solutions) 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 \(Electronic Data Interchange\) 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

Topic #256

270/271 Transactions

The [270/271 \(270/271 Health Care Eligibility/Benefit Inquiry and Information Response\)](#) 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 (National Provider Identifier), 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 certification 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 certification 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 (managed care organization) 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 (Enrollment Verification System) 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 (date of service) 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.

Note: The BadgerCare Plus Core Plan may also charge different copayments for hospital services depending on the member's income level. Members identified as "BadgerCare Plus Core Plan 1" are subject to lower copayments for hospital services. Members identified as "BadgerCare Plus Core Plan 2" are subject to higher copayments for hospital services.

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 (Enrollment Verification System) to receive the most current enrollment information through the following methods:

- ForwardHealth Portal.
- [WiCall](#), Wisconsin's AVR (Automated Voice Response) system.
- Commercial enrollment verification vendors.
- 270/271 (270/271 Health Care Eligibility/Benefit Inquiry and Response) 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 (date of service) 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 (Wisconsin Chronic Disease Program) 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 (Enrollment Verification System) 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 (Social Security number) 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 (date of service) 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 (Enrollment Verification System), 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 (Wisconsin Chronic Disease Program).
- WWWP (Wisconsin Well Woman Program).

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 the BadgerCare Plus Standard Plan 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 (Tuberculosis-Related Services Only) Benefit and Family Planning Only Services at the same time, both of which are administered by Medicaid.)

Forms

Topic #767

An Overview

ForwardHealth requires providers to use a variety of forms for PA (prior authorization), 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 (Portable Document Format) 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
6406 Bridge Rd
Madison WI 53784-0003

Portal

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 (Direct Data Entry) through the secure Portal.

Topic #8524

Conducting Recertification Via the ForwardHealth Portal

Providers can conduct [recertification](#) online via a secure recertification area of the ForwardHealth Portal.

Topic #5157

Cost Share Reports for Long-Term Managed Care Organizations

Individual cost share reports for long-term care MCOs (managed care organizations) that provide Family Care, Family Care Partnership, and PACE (Program of All-Inclusive Care for the Elderly) services are available via the secure area of the ForwardHealth Portal and can be downloaded as an Excel file.

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 (personal identification number) 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 #4340

Designating a Trading Partner to Receive 835 Health Care Claim Payment/Advice Transactions

Providers must designate a trading partner to receive their 835 (835 Health Care Claim Payment/Advice) 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 \(Electronic Data Interchange\) Helpdesk](#) or submit a [paper \(Trading Partner 835 Designation, F-13393 \(08/08\)\)](#) 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 (managed care organization).
- 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 (Enrollment Verification System) (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 (managed care organization).
- 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 \(Provider Electronic Solutions\)](#) 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 #4743

Managed Care Organization Portal

Information and Functions Through the Portal

The [MCO \(managed care organization\) area](#) of the ForwardHealth Portal allows state-contracted MCOs to conduct business with ForwardHealth. The Public MCO page offers easy access to key MCO information and Web tools. A log-in is required to access the secure area of the Portal to submit or retrieve account and member information which may be sensitive.

The following information is available through the Portal:

- Certified Provider Listing of all Medicaid-certified providers.
- Coordination of Benefits Extract/Insurance Carrier Master List information updated quarterly.
- Data Warehouse, which is linked from the Portal to Business Objects. The Business Objects function allows for access to MCO data for long term care MCOs.
- Electronic messages.
- Enrollment verification by entering a member ID or SSN (Social Security number) with date of birth and a "from DOS (date of service)" and a "to DOS" range. A transaction number is assigned to track the request.
- Member search function for retrieving member information such as medical status code, and managed care and Medicare information.
- Provider search function for retrieving provider information such as address, telephone number, provider ID, taxonomy code (if applicable), and provider type and specialty.
- HealthCheck information.
- MCO contact information.
- Technical contact information. Entries may be added via the Portal.

Topic #5158

Managed Care Organization Portal Reports

The following reports are generated to MCOs (managed care organizations) through their account on the ForwardHealth MCO Portal:

- Capitation Payment Listing Report.
- Cost Share Report (long-term MCOs only).
- Enrollment Reports.

MCOs are required to establish a Portal account in order to receive reports from ForwardHealth.

Capitation Payment Listing Report

The Capitation Payment Listing Report provides "payee" MCOs with a detailed listing of the members for whom they receive capitation payments. ForwardHealth interChange creates adjustment transaction information weekly and regular capitation transaction information monthly. The weekly batch report includes regular and adjustment capitation transactions. MCOs have the option of receiving both the Capitation Payment Listing Report and the 820 Payroll Deducted and Other Group Premium Payment for Insurance Products transactions.

Initial Enrollment Roster Report

The Initial Enrollment Roster Report is generated according to the annual schedules detailing the number of new and continuing members enrolled in the MCO and those disenrolled before the next enrollment month.

Final Enrollment Roster Report

The Final Enrollment Roster Report is generated the last business day of each month and includes members who have had a change in status since the initial report and new members who were enrolled after the Initial Enrollment Roster Report was generated.

Other Reports

Additional reports are available for BadgerCare Plus HMOs, SSI HMOs, and long-term MCOs. Some are available via the Portal and some in the secure FTP (file transfer protocol).

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 (personal identification number). 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 recertification on the Portal. Providers will receive a separate PIN for recertification.

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 certification. A separate PIN will be needed for each provider certification. Health care providers will need to supply their NPI (National Provider Identifier) 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 certifications. Select the correct certification for the account. The taxonomy code, ZIP+4 code, and financial payer for that certification will be automatically populated. Enter the SSN (Social Security number) or TIN (Tax Identification Number).
 - 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 (Supplemental Security Income).
 - WCDP (Wisconsin Chronic Disease Program).
 - The WWWP (Wisconsin Well Woman Program).
- 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, SeniorCare, and WCDP (Wisconsin Chronic Disease Program) 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:

- Certification.
- Claims.
- Coordination of Benefits.

- Managed Care.
- Member Information.
- Prior Authorization.
- 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 (Remittance Advice).
- Designate which trading partner is eligible to receive the provider's 835 (835 Health Care Claim Payment/Advice).
- 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 (electronic funds transfer).
- Track provider-submitted PA (prior authorization) 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 (managed care organization).
- 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 (Health Insurance Portability Accountability Act of 1996). 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 (protected health information) 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 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 Portal account. Clerks may be assigned one or many roles (i.e., claims, PA, 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 certifications). 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 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 (Wisconsin Chronic Disease Program) are interactive and searchable. Providers can enter the DOS (date of service), 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 Certification

Providers can speed up the certification process for Medicaid by completing a [provider certification application](#) via the Portal. Providers can then track their application by entering their ATN (application tracking number) 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:

- 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.
- 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 (prior authorization).
- [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.
- 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 (prior authorization) 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 (Direct Data Entry) through the secure Portal.

Submitting Prior Authorization and Amendment Requests Via the Portal

Nearly all service areas can submit PAs via the Portal. Providers can do the following:

- Correct errors on PAs or amendment requests via the Portal, regardless of how the PA was originally submitted.
- View all recently submitted and finalized PA and amendment requests.
- View the latest provider review and decision letters.
- 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:

- The health care program(s) in which the member is enrolled.
- Whether or not the member is enrolled in a state-contracted MCO (managed care organization).
- 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 (Automated Voice Response) system or the EVS (Enrollment Verification System) (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:

- Verify member enrollment.
- View RAs (Remittance Advices).
- Designate which trading partner is eligible to receive the provider's 835 (835 Health Care Claim Payment/Advice).
- Update and maintain provider file information. Providers will have the choice to indicate separate addresses for different business functions.
- Receive electronic notifications and provider publications from ForwardHealth.
- Enroll in EFT (electronic funds transfer).
- Track provider-submitted PA requests.

Topic #4905

Submitting Prior Authorization and Amendment Requests Via the Portal

Nearly all service areas can [submit PA \(prior authorization\)](#) requests via the ForwardHealth Portal. Providers can do the following:

- [Correct errors](#) on PAs or amendment requests via the Portal, regardless of how the PA was originally submitted.
- [View all recently submitted](#) and finalized PAs and amendment requests.
- View the latest provider review and decision letters.
- [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 Portal. PES (Provider Electronic Solutions) 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
Windows-Based Systems	
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 Firefox v. 1.5 or higher
Windows XP or higher operating system	
Apple-Based Systems	
Computer running a PowerPC G4 or Intel processor, 512 MB of RAM, and 150MB of free disk space	Safari, or Firefox v. 1.5 or higher
Mac OS X 10.2.x or higher operating system	

Topic #4742

Trading Partner Portal

The following information is available on the public [Trading Partner](#) area of the ForwardHealth Portal:

- Trading partner [testing packets](#).
- [Trading Partner Profile](#) submission.
- [PES \(Provider Electronic Solutions\)](#) software and upgrade information.
- EDI (Electronic Data Interchange) [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

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 (Wisconsin Chronic Disease Program) or the WWWP (Wisconsin Well Woman Program)) 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 [HP® Virtual Room](#). Virtual Room 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

Topic #4460

Full Text Publications Available

Providers may request full-text versions of *ForwardHealth Updates* to be mailed to them by calling [Provider Services](#).

Topic #478

General Information

ForwardHealth Updates are the first source of provider information. *Updates* announce the latest information on policy and coverage changes, PA (prior authorization) 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 box 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.

Providers without Internet access may call [Provider Services](#) to request a paper copy of an *Update*. To expedite the call, correspondents will ask providers for the *Update* number. Providers should allow seven to 10 business days for delivery.

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

Multiple Ways to Access ForwardHealth Publications

Users may register for e-mail subscription service. Providers who have established a ForwardHealth Portal account will automatically receive notification of *ForwardHealth Updates* and the monthly *ForwardHealth Update Summary* in their Portal message box. Providers will receive notification via their Portal accounts or e-mail subscription.

E-mail Subscription Service

Providers and other interested parties may register for e-mail subscription on the Portal to receive e-mail notifications of new provider publications. Users are able to select, by program (Wisconsin Medicaid, BadgerCare Plus, or WCDP (Wisconsin Chronic Disease Program)) and provider type (e.g., physician, hospital, DME (durable medical equipment) vendor), and which publication notifications they would like to receive. Any number of staff or other interested parties from an organization may sign up for an e-mail subscription.

Users may sign up for an e-mail subscription by following these steps:

1. Click the Providers link on the ForwardHealth Portal at www.forwardhealth.wi.gov/.
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.
9. The selected subscriptions will load and a confirmation message will appear at the top of the page.

WiCall

Topic #257

Enrollment Inquiries

WiCall is an [AVR \(Automated Voice Response\)](#) 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 (date of service) 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 (Health Personnel Shortage Area) on the DOS or within the DOS range selected, HPSA information will be given.
- MCO (managed care organization): 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 (National Provider Identifier). 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 (Automated Voice Response) system, gathers inquiry information from callers through voice prompts and accesses ForwardHealth interChange to retrieve and "speak" back the following ForwardHealth information:

- Claim status.
- Enrollment verification.
- PA (prior authorization) status.
- 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 (National Provider Identifier) 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:

- Repeat the information.
- Make another inquiry of the same type.
- Return to the main menu.

- 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 (Wisconsin Chronic Disease Program), or WWWP (Wisconsin Well Woman Program) by entering their provider ID, member identification number, DOS (date of service), 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 (Social Security number). 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 (National Drug Code), procedure code, revenue code, or ICD-9-CM (International Classification of Diseases, Ninth Revision, Clinical Modification) diagnosis 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 \(Automated Voice Response\) Quick Reference Guide](#) displays the information available for WiCall inquiries.

Automated Voice Response Quick Reference Guide

