

# Claims

# 1

Archive Date:11/01/2013

## Claims:Good Faith Claims

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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.

## Responses

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Topic #13437

### **ForwardHealth-Initiated Claim Adjustments**

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

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

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

## Submission

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Topic #892

### Delaying Submission

When submitting a claim for services provided to a child or pregnant woman in the EE (Express Enrollment) for Children and Pregnant Women Benefit, the provider should delay submitting the claim for one week from the enrollment start date. This ensures that the enrollment information is transmitted to BadgerCare Plus and prevents claims from being inappropriately denied.

BadgerCare Plus accepts properly completed and submitted claims for covered services provided to children or pregnant women with an EE identification card as long as the DOS (date of service) is within the dates of enrollment as shown on the card.

Providers may refer to the service area of the Online Handbook appropriate to their provider type for more information about claim submissions.

# Covered and Noncovered Services

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Archive Date:11/01/2013

## Covered and Noncovered Services: Covered Services and Requirements

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Topic #891

### Express Enrollment for Children and Pregnant Women

#### Children

Children who are temporarily enrolled in BadgerCare Plus are eligible for full benefits and receive services on a fee-for-service basis. Providers may refer to the service area of the Online Handbook appropriate to their provider type for more information about policy requirements.

#### Pregnant Women

Pregnant women who are enrolled in BadgerCare Plus receive pregnancy-related outpatient and pharmacy services. Because EE (Express Enrollment) for pregnant women is temporary and covers **only** pregnancy-related outpatient services, it is important for pregnant women to apply for full BadgerCare Plus coverage to receive full benefits. EE does not cover the cost of hospitalization, including costs for childbirth. If providers are unable to assist, members should be referred to their local county/tribal office to apply for full coverage.

Enrollment in EE runs from the date of application to the ***end of the following month***. If an application submitted to the local county or tribal agency is not processed before the end of the second month, the temporary enrollment period will be extended one month.

If an application is submitted to a county/tribal office and enrollment in BadgerCare Plus is denied, the temporary enrollment period ends on the same date BadgerCare Plus enrollment is denied.

The county/tribal office will determine whether the member qualifies for coverage under the Standard Plan or the Benchmark Plan.

# Member Information

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Archive Date:11/01/2013

## Member Information:Enrollment Categories

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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.



## Enrollment Verification

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Topic #890

### Verifying Enrollment

When BadgerCare Plus receives an application, a child or a pregnant woman who meets the requirements for the EE (Express Enrollment) for Children and Pregnant Women Benefit is established on Wisconsin's EVS (Enrollment Verification System). Each member who is enrolled through EE will receive a ForwardHealth card within three business days after the application is submitted. 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.

## Identification Cards

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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 <b>06/26/2008</b>. You are temporarily enrolled in BadgerCare Plus for outpatient pregnancy-related services. Your enrollment will end on or before <b>07/31/2008</b>. 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"> <li>Online at <a href="http://access.wi.gov">http://access.wi.gov</a></li> <li>By mail or in person at: Dane County Job Center 1819 Aberg Ave. Madison, WI 53704 (608) 242-7400</li> </ul>

*To learn more, see your Rights and Responsibilities.*

<p><b>To the Provider</b></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><b>NOTE:</b></p> <p>It is important to provide services when this card is presented. Providers who render services based on the enrollment dates on this card will receive payment for those services as long as other reimbursement requirements are met. All policies regarding covered services apply 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><b>IDENTIFICATION CARD FOR TEMPORARY ENROLLMENT IN BADGERCARE PLUS FOR PREGNANT WOMEN</b></p>  <p><b>Name:</b> Jane Smith      <b>ID Number:</b> 0454782131</p> <p><b>Effective Dates:</b> 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 <b>06/26/2008</b>. The following individual(s) is/are temporarily enrolled in BadgerCare Plus:</p> <ul style="list-style-type: none"> <li><b>Joe Smith</b></li> <li><b>Sara Smith</b></li> </ul> <p>This temporary enrollment will end on or before <b>07/31/2008</b>. 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"> <li>Online at <a href="http://access.wi.gov">http://access.wi.gov</a></li> <li>By mail or in person at: Dane County Job Center 1819 Aberg Ave. Madison, WI 53704 (608) 242-7400</li> </ul>

*To learn more, see your Rights and Responsibilities.*

**To the Provider**

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.

**NOTE:**

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.

WISCONSIN DEPARTMENT OF  
HEALTH AND FAMILY SERVICES

**IDENTIFICATION CARD FOR  
TEMPORARY ENROLLMENT  
IN BADGERCARE PLUS  
FOR CHILDREN**

**Name:****ID Number:**

Joe Smith

0321434543

Sara Smith

0787451231

**Effective Dates: 06/26/2008- 07/31/2008**

## Member Enrollment

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Topic #887

### Applying for Full-Benefit BadgerCare Plus

Because EE (Express Enrollment) is temporary it is important for members to apply for full BadgerCare Plus coverage. For pregnant women, EE only covers pregnancy-related outpatient services and pregnant women must apply for full BadgerCare Plus coverage to receive full benefits. Health care providers are encouraged to assist in this process. If providers are unable to assist, members should be referred to the local county/tribal office to apply for full coverage.

Topic #889

### Duration of Benefits

EE (Express Enrollment) runs from the date of application to the *end of the following month*. If an application that is submitted to the local county or tribal office is not processed before the end of the second month, the temporary enrollment period will be extended one month.

If an application is submitted to a county/tribal office and enrollment in BadgerCare Plus is denied, the temporary enrollment period ends on the same date BadgerCare Plus enrollment is denied.

Topic #888

## Enrollment Criteria

### Express Enrollment for Pregnant Women

To qualify for the EE (Express Enrollment) for Pregnant Women Benefit, a woman must meet the following criteria:

- Her pregnancy is medically verified (by a pregnancy test).
- Her household's gross income does not exceed 300 percent of the [FPL \(Federal Poverty Level\) guidelines](#).

There is no asset test for the EE for Pregnant Women Benefit.

### Express Enrollment for Children

Children can be temporarily enrolled in the BadgerCare Plus Standard Plan through the EE program if they meet the following financial criteria:

- If the child is younger than age 1, the family's gross income must be at or below 300 percent of the [FPL](#).
- If the child is age 1 through 5, the family's gross income must be at or below 185 percent of the FPL.
- If the child is age 6 through 18, the family's gross income must be at or below 150 percent of the FPL.

Topic #4357

# Express Enrollment Process

Qualified providers and community partners can use the [Web-based EE \(Express Enrollment\) tool](#) to temporarily enroll children and pregnant women in BadgerCare Plus online. Qualified providers may also use the paper application process to temporarily enroll pregnant women using the [BadgerCare Plus Express Enrollment for Pregnant Women Application Instructions](#).

Once an application is submitted through EE, providers/partners are encouraged to assist the applicant or the applicant's parent/guardian in completing and submitting the [full online application](#) for BadgerCare Plus benefits. This will help ensure that there is no break in coverage.

# Provider Enrollment and Ongoing Responsibilities

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Archive Date:11/01/2013

## Provider Enrollment and Ongoing Responsibilities:Ongoing Responsibilities

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Topic #15157

### Recovery Audit Contractor Audits

The ACA (Affordable Care Act) requires states to establish an RAC (Recovery Audit Contractor) program to enable the auditing of Medicaid claim payments to providers. In Wisconsin, the RAC will audit claim payments from Wisconsin Medicaid and BadgerCare Plus. The Wisconsin DHS (Department of Health Services) has awarded the contract to HMS (Health Management Systems, Inc.) as the RAC for the state of Wisconsin.

*Note:* The RAC will not audit claims submitted for Family Planning Only Services, SeniorCare, WCDP (Wisconsin Chronic Disease Program), the WWWP (Wisconsin Well Woman Program), and ADAP (Wisconsin AIDS Drug Assistance Program).

The overall goal of the RAC program is to identify and decrease improper payments. The audits will ensure that payments are for services covered under the programs in which the member was enrolled and that the services were actually provided and properly billed and documented. The audits are being conducted under Generally Accepted Government Auditing Standards.

Providers will be selected for audits based on data analysis by the RAC and referrals by state agencies. The RAC will ensure that its audits neither duplicate state audits of the same providers nor interfere with potential law enforcement investigations.

Providers who receive a notification regarding an audit should follow the instructions as outlined in the notification within the requested time frames.

### Affected Providers

Any provider may be audited, including, but not limited to, fee-for-service providers, institutional and non-institutional providers, as well as managed care entities.

### Additional Information

Any questions regarding the RAC program should be directed to HMS at (800) 310-0865. Refer to the [RAC Web site](#) for additional information regarding HMS RAC activities.



## Provider Enrollment

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Topic #14157

### Provider Enrollment Information Home Page

ForwardHealth has consolidated all information providers will need for the enrollment process in one location on the ForwardHealth Portal. For information related to enrollment criteria and to complete online provider enrollment applications, providers should refer to the [Provider Enrollment Information home page](#).

The Provider Enrollment Information home page includes enrollment applications for each provider type and specialty eligible for enrollment with Wisconsin Medicaid. Prior to enrolling, providers may consult a provider enrollment criteria menu, which is a reference for each individual provider type detailing the information the provider may need to gather before beginning the enrollment process, including:

- Links to enrollment criteria for each provider type.
- Provider terms of reimbursement.
- Disclosure information.
- Category of enrollment.
- Additional documents needed (when applicable).

Providers will also have access to a list of links related to the enrollment process, including:

- General enrollment information.
- Regulations and forms.
- Provider type-specific enrollment information.
- In-state and out-of-state emergency enrollment information.
- Contact information.

Information regarding enrollment policy and billing instructions may still be found in the Online Handbook.

Topic #3411

## Provider Qualifications

### Express Enrollment for Pregnant Women

Providers who are qualified to make EE (Express Enrollment) determinations for pregnant women may also make EE determinations for children and for members to receive services and supplies immediately through Family Planning Only Services.

## Provider Numbers

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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 enrollments and the reported taxonomy code does not uniquely identify the provider.

When a ZIP+4 code is required to identify a provider, omission of it will cause claims and other transactions to be denied or delayed in processing.

Providers may verify the ZIP+4 code for their address on the [U.S. Postal Service Web site](#).

# Resources

# 5

Archive Date:11/01/2013

## Resources: Training Opportunities

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Topic #12757

### Training Opportunities

The [Provider Relations representatives](#) conduct training sessions in a variety of formats on both program-specific and topic-specific subjects. There is no fee for attending/accessing these training sessions.

#### On-Site Sessions

On-site training sessions are offered at various locations (e.g., hotel conference rooms, provider facilities) throughout the state. These training sessions include general all-provider sessions, service-specific and/or topic-specific sessions, and program-specific (such as WCDP (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.