

# Claims

# 1

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## Claims:Adjustment Requests

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Topic #814

### Allowed Claim

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

Topic #815

### Denied Claim

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

Topic #512

### Electronic

#### 837 Transaction

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

#### Provider Electronic Solutions Software

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

#### Portal Claim Adjustments

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

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

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

Topic #513

## Follow-Up

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

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

Topic #4660

## Medicare Crossover Claims

To adjust a Medicare crossover claim that originally processed with all revenue codes and amounts consolidated into one detail, nursing homes are required to submit the original claim (showing all of the revenue codes and amounts) and the Medicare Remittance Advice with the [Adjustment/Reconsideration Request \(F-13046 \(07/12\)\)](#) form.

Topic #515

## Paper

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

Topic #816

## Processing

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

Topic #514

## Purpose

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

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

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

Topic #4938

## Submitting Adjustments for Inpatient Hospital and Nursing Home Crossover Claims

Revenue code/charges are not combined under revenue code 0018 or 0160 on institutional crossover claims. Revenue codes 0018 and 0160 were used by ForwardHealth in the previous system in place of the revenue codes billed to Medicare because the number of details on the claim could exceed the maximum allowed by Wisconsin Medicaid. This is not necessary since the implementation of ForwardHealth interChange as the system is now able process claims with the maximum number of allowed details (i.e., 50 details on a paper claim, 999 details on an 837 (837 Health Care Claim) electronic claim).

ForwardHealth's paper RA (Remittance Advice) and the 835 (835 Health Care Claim Payment/Advice) will show the revenue code/charge for each detail as processed by Medicare. Therefore, providers who want to adjust a crossover claim that processed under revenue codes 0018 or 0160 must submit the following:

- An [Adjustment/Reconsideration Request \(F-13046 \(07/12\)\)](#) form
- If submitting on paper, the [Explanation of Medical Benefits form](#), as applicable
- The Medicare EOMB (Explanation of Medicare Benefits) showing all revenue codes and amounts from the original Medicare claim

Topic #4857

## Submitting Paper Attachments with Electronic Claim Adjustments

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

## Good Faith Claims

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Topic #518

### Definition of Good Faith Claims

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

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

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

## Overpayments

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Topic #528

### Adjustment Request vs. Cash Refund

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

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

Topic #532

### Adjustment Requests

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

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

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

### Electronic Adjustment Requests

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

### Paper Adjustment Requests

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

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

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

Topic #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 #3449

## Requirements

As stated in Wis. Admin. Code § [DHS 106.04\(5\)](#), 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 Wisconsin Medicaid 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
- ForwardHealth-initiated adjustments

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

Topic #8417

## Voiding Claims

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

## Responses

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Topic #540

### **An Overview of the Remittance Advice**

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

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

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

Topic #5091

### **National Provider Identifier on the Remittance Advice**

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

Topic #4818

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

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

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

Topic #534

### **Claim Number**

Each claim or adjustment request received by ForwardHealth is assigned a unique claim number (also known as the ICN (internal



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

## Interpreting Claim Numbers

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

## Interpreting Claim Numbers

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



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

Topic #535

## Claim Status

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

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

Topic #4746

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

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

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

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

Topic #537

## Electronic Remittance Information

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

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

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

### Text File

The TXT format file is generated by financial payer and listed by RA number and RA date on the secure provider Portal account under the "View Remittance Advices" menu. RAs from the last 121 days are available in the TXT format. When a user clicks on an RA, a pop-up window displays asking if the user would like to "Open" or "Save" the file. If "Open" is chosen, the document

opens based on the user's application associated with opening text documents. If "Save" is chosen, the "Save As" window will open. The user can then browse to a location on their computer or network to save the document.

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

## Comma-Separated Values Downloadable File

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

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

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

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

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

## 835

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

## Provider Electronic Solutions Software

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

Topic #4822

## Explanation of Benefit Codes in the Claim Header and

## in the Detail Lines

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

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

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

### TEXT File

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

### CSV File

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

Topic #13437

## ForwardHealth-Initiated Claim Adjustments

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

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

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

Topic #4820

## Identifying the Claims Reported on the Remittance Advice

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

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

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

Topic #11537

## National Correct Coding Initiative

Information is available for [DOS \(dates of service\) before January 1, 2019](#).

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

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

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

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

### Medically Unlikely Detail Edits

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

An example of an MUE would be if procedure code 11102 (tangential biopsy of skin [eg, shave, scoop, saucerize, curette]; single lesion) was billed by a provider on a professional claim with a quantity of two or more. This procedure is medically unlikely to occur more than once; therefore, if it is billed with units greater than one, the detail will be denied.

### Procedure-to-Procedure Detail Edits

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

An example of a procedure-to-procedure edit would be if procedure codes 11451 (excision of skin and subcutaneous tissue for hidradenitis, axillary; with complex repair) and 93000 (electrocardiogram, routine ECG with at least 12 leads; with interpretation and report) were billed on the same claim for the same DOS. Procedure code 11451 describes a more complex service than procedure code 93000, and therefore, the secondary procedure would be denied.

### Quarterly Code List Updates

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

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

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

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

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

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

Topic #539

## Obtaining the Remittance Advice

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

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

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

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

Topic #4745

## Overview of Claims Processing Information on the Remittance Advice

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

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

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

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

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

- Adjusted claims
- Denied claims
- Paid claims

Claim Types	Provider Types
Dental claims	Dentists, dental hygienists, HealthCheck agencies that provide dental services
Inpatient claims	Inpatient hospital providers and institutes for mental disease providers
Long term care claims	Nursing homes
Medicare crossover institutional claims	Most providers who submit claims on the UB-04
Medicare crossover professional claims	Most providers who submit claims on the 1500 Health Insurance Claim Form
Noncompound and compound drug claims	Pharmacies and dispensing physicians
Outpatient claims	Outpatient hospital providers and hospice providers
	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

Professional  
claims

instrument specialists, home health agencies, independent labs, individual medical supply providers, medical equipment vendors, mental health/substance abuse clinics, nurses in independent practice, nurse practitioners, occupational therapists, opticians, optometrists, personal care agencies, physical therapists, physician assistants, physician clinics, physicians, podiatrists, portable X-ray providers, prenatal care coordination providers, psychologists, rehabilitation agencies, respiratory therapists, rural health clinics, school-based services providers, specialized medical vehicle providers, speech and hearing clinics, speech-language pathologists, therapy groups

Topic #4821

## Prior Authorization Number on the Remittance Advice

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

Topic #4418

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

### Address Page

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

### Banner Messages

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

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

### Explanation of Benefits Code Descriptions

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

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

### Financial Transactions Page

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



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

Refunds are payments made to providers for overpayments.

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

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

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

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

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

## Service Code Descriptions

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

## Summary

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

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

in Process." Other providers will always see zeroes in these fields.

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

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

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

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

Topic #368

## Reading the Claim Adjustments Section of the Remittance Advice

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

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

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

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

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

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

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

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

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

Financial Transactions section as an outstanding balance under "Accounts Receivable."

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

Topic #4824

## **Reading the Claims Denied Section of the Remittance Advice**

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

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

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

Remittance Advice — Professional Service Claims Denied Sample																		
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 99999999999											
XX							CHECK/EFT NUMBER 999999999											
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX, XX XXXXX-XXXX							PAYMENT DATE MM/DD/CCYY											
--ICN--	PCN	MRN	SERVICE DATES		BILLED	OTH INS	SPENDDOWN											
			FROM	TO	AMOUNT	AMOUNT	AMOUNT											
MEMBER NAME: XX MEMBER NO.: XXXXXXXXXXXXXXXX																		
RRYYJJJBBSSS	XXXXXXXXXXXXX	XXXXXXXXXXXXX	MMDDYY	MMDDYY	999,999,999.99	9,999,999.99	999,999.99											
HEADER EOB: 9999 9999 9999 9999 9999 9999 9999 9999 9999 9999 9999 9999																		
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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.

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

Remittance Advice — Professional Service Claims Paid Sample																																																																																																																																																																																																	
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Topic #4828

## Remittance Advice Financial Cycles

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

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

Topic #4827

## Remittance Advice Generated by Payer and by Provider Enrollment

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

- Wisconsin Medicaid (Wisconsin Medicaid is the financial payer for the Medicaid, BadgerCare Plus, and SeniorCare)

programs)

- ADAP (Wisconsin AIDS Drug Assistance Program)
- WCDP (Wisconsin Chronic Disease Program)
- WWWP (Wisconsin Well Woman Program)

A separate Portal account is required for each financial payer.

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

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

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

Topic #6237

## Reporting a Lost Check

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

- Provider's name and address, including the ZIP+4 code
- Provider's identification number
  - For healthcare providers, include the NPI (National Provider Identifier) and taxonomy code.
  - For non-healthcare providers, include the provider identification number.
- Check number, check date, and check amount (This should be recorded on the RA (Remittance Advice).)
- A written request to stop payment and reissue the check
- The signature of an authorized financial representative (An individual provider is considered his or her own authorized financial representative.)

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

ForwardHealth  
 Financial Services  
 313 Blettner Blvd  
 Madison WI 53784

Topic #5018

## Searching for and Viewing All Claims on the Portal

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

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

- Go to the Portal.

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

Topic #4829

## Sections of the Remittance Advice

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

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

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

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

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

## Remittance Advice Header Information

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

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

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

- The "Pay to" address of the provider. The "Pay to" address is used for mailing purposes.

The following information is in the middle of the header:

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

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

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

Topic #544

## Verifying Accuracy of Claims Processing

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

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

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



## Responsibilities

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Topic #516

### Accuracy of Claims

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

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

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

Topic #547

### Submission Deadline

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

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

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

### Claims

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

### Crossover Claims

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

### Exceptions to the Submission Deadline

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

- Change in a nursing home resident's [LOC \(level of care\)](#) or [liability amount](#)

- Decision made by a court order, fair hearing, or the Wisconsin DHS (Department of Health Services)
- Denial due to discrepancy between the member's enrollment information in ForwardHealth interChange and the member's actual enrollment
- Reconsideration or recoupment
- Retroactive enrollment for persons on GR (General Relief)
- Medicare denial occurs after ForwardHealth's submission deadline
- Refund request from an other health insurance source
- Retroactive member enrollment

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

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

Topic #517

## Usual and Customary Charges

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

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

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

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

Topic #3227

## Usual and Customary Charges

For accommodation and ancillary charges, nursing homes are required to indicate as the billed amount on their claims the provider-specific rates established by Wisconsin Medicaid.

## Submission

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Topic #17797

# 1500 Health Insurance Claim Form Completion Instructions

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

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

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

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

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

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

ForwardHealth  
Claims and Adjustments  
313 Blettner Blvd  
Madison WI 53784

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

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

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

This field is not required on the claim.

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

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

This field is not required on the claim.

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

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

This field is not required on the claim.

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

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

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

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

This field is not required on the claim.

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

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

This field is not used for processing by ForwardHealth.

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

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

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

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

This field is not used for processing by ForwardHealth.

**Section 24**

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

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

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

For additional information about submitting a 1500 Health Insurance Claim Form with supplemental NDC information, refer to the completion instructions located under "Section 24" in the Field Specific Instructions section of the NUCC's 1500 Health Insurance

Claim Form Reference Instruction Manual for Form Version 02/12.

### Item Number 24C — EMG

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

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

This field is not required on the claim.

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

Topic #542

## Attached Documentation

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

Topic #18897

## Bedhold Claim Submission Requirements

Per the [Methods \(Methods of Implementation for Wisconsin Medicaid Nursing Home Payment Rates\)](#), bedhold is not a covered service for members receiving Medicare Part A services.

Claims processed by ForwardHealth **with only a bedhold detail** will be denied with EOB (Explanation of Benefits) code 1825 if there is not a Medicaid fee-for-service claim in paid status for the member for the preceding DOS (date of service). (A bed hold date of service is only allowed if preceded by a Medicaid Fee-For-Service day.) Nursing homes must also meet the occupancy criteria outlined in Sections 1.510-1.512 of the Methods.

### Bedhold Spanning Two Months

If a member's hospital stay extends into the next month, and the nursing home's occupancy does not allow bedhold billing for the current month, ForwardHealth recommends that providers add a bedhold detail with no billed amount to that month's claim. Providers must also enter occurrence span code 75 with "from" and "to" DOS. If the nursing home is eligible to bill bedhold in the subsequent month, this will allow a claim **with just a bedhold detail** for the subsequent month to be payable.

Topic #6957

## Copy Claims on the ForwardHealth Portal

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

Topic #5017

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

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

Topic #4997

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

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

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

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

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

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

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

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

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

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

- Procedure codes

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

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

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

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

Topic #15957

## Documenting and Billing the Appropriate National Drug Code

Providers are required to use the NDC (National Drug Code) of the administered drug and not the NDC of another manufacturer's product, even if the chemical name is the same. Providers should not preprogram their billing systems to automatically default to NDCs that do not accurately reflect the product that was administered to the member.

Per Wis. Admin. Code §§ [DHS \(Department of Health Services\) 106.03\(3\)](#) and [107.10](#), submitting a claim with an NDC other than the NDC on the package from which the drug was dispensed is considered an unacceptable practice.

Upon retrospective review, ForwardHealth can seek recoupment for the payment of a claim from the provider if the NDC(s) submitted does not accurately reflect the product that was administered to the member.

Topic #344

## Electronic Claim Submission

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

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

Topic #3225

## Electronic Claim Submission for Nursing Home Services

Electronic claims for nursing home accommodation and billable ancillary services must be submitted using the 837I (837 Health

Care Claim: Institutional) transaction. Electronic claims for nursing home services submitted using any transaction other than the 837I will be denied.

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

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

## Provider Electronic Solutions Software

The DMS (Division of Medicaid Services) offers electronic billing software at no cost to the provider. 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 #16937

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

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

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

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

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

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

Topic #365

## Extraordinary Claims

[Extraordinary claims](#) are claims that have been denied by a BadgerCare Plus HMO or SSI 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 #19157

## Long Term Care Services Claim Submission

For members enrolled in Wisconsin Medicaid or BadgerCare Plus who also have commercial long term care insurance, providers are required to bill the member's commercial long term care insurance for the full room and board amount for each month that services are provided. Providers may submit claims to a commercial long term care insurance carrier in the manner and schedule that the carrier prefers. Concurrently, providers may submit claims to ForwardHealth for the member's room and board each month.

Medicaid members who have a long term care insurance plan are required to assign these benefits to the State of Wisconsin.

Providers who receive payment for long term care services from the commercial long term care insurance carrier should forward the payment to ForwardHealth. Providers should mail payments, along with the corresponding [Explanation of Medical Benefits](#) form, to the following address:

Wisconsin DHS  
TPL Unit  
PO Box 6220  
Madison, WI 53784-6220

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 #11018

## Negative Pressure Wound Therapy Pumps

Nursing homes may be separately reimbursed for the rental of a negative pressure wound therapy pump and the purchase of related accessories and supplies. Reimbursement for the rental of a negative pressure wound therapy pump and the purchase of related accessories and supplies are not part of the nursing home daily rate and cannot be included as part of a nursing home's cost reports.

Nursing homes may submit claims for the reimbursement of the negative pressure wound therapy pump rental and related accessories and supplies on a professional claim. Allowable POS (place of service) codes for nursing homes are 31 (skilled nursing facility) and 32 (nursing facility).

Modifier "RR" is required to be indicated with procedure code E2402.

After a lifetime of 90 days, up to an additional 90 days for a rolling 12 months may be reimbursed.

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.

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 BadgerCare Plus 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.

For members who are also enrolled in Medicare Part A, separate reimbursement for a negative pressure wound therapy pump is not available for DOS (date of service) covered by Medicare. Nursing homes may be reimbursed for the DOS when the member's Medicare Part A benefit has been exhausted, which is indicated on the claim form by the Medicare disclaimer code "M-8."

Topic #10837

## Note Field for Most Claims Submitted Electronically

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

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

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

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

- Professional
- Institutional
- Dental

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

## Claims Submitted via 837 Health Care Claim Transactions

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

Topic #3223

## Nurse Aide Training and Competency Test Reimbursement Request

NFs (nursing facilities) request reimbursement for CNA (certified nursing assistant) training and testing using the [Nurse Aide Training and Competency Test Reimbursement Request \(F-01013 \(07/12\)\)](#) form.

Topic #561

## Paper Claim Form Preparation and Data Alignment Requirements

### Optical Character Recognition

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

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

### Speed and Accuracy of Claims Processing

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

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

### Handwritten Claims

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

### Use Original Claim Forms

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

## Use Laser or Ink Jet Printers

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

## Alignment

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

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

The following sample claim forms demonstrate correct and incorrect alignment:

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

## Clarity

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

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

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

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

## **Staples, Correction Liquid, and Correction Tape**

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

## **Additional Diagnosis Codes**

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

# Sample of a Correctly Aligned 1500 Health Insurance Claim Form



## HEALTH INSURANCE CLAIM FORM

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

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 HEALTH PLAN <input type="checkbox"/> FECA <input type="checkbox"/> OTHER <input type="checkbox"/> <small>(Medicare) (Medical) (IDA/DoDI) (Member ID#) (ID#) (ID#) (ID#)</small>										1a. INSURED'S I.D. NUMBER (For Program in Item 1) <b>1234567890</b>									
2. PATIENT'S NAME (Last Name, First Name, Middle Initial) <b>MEMBER, IM A</b>										4. INSURED'S NAME (Last Name, First Name, Middle Initial) <b>SAME</b>									
3. PATIENT'S BIRTH DATE <b>MM DD YY</b> SEX <input type="checkbox"/> M <input checked="" type="checkbox"/> F										6. PATIENT RELATIONSHIP TO INSURED Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/>									
5. PATIENT'S ADDRESS (No., Street) <b>609 WILLOW ST</b>										7. INSURED'S ADDRESS (No., Street)									
CITY <b>ANYTOWN</b>					STATE <b>WI</b>					CITY					STATE				
ZIP CODE <b>55555</b>					TELEPHONE (Include Area Code) <b>(444) 444-4444</b>					ZIP CODE					TELEPHONE (Include Area Code)				
9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)										10. IS PATIENT'S CONDITION RELATED TO:									
a. OTHER INSURED'S POLICY OR GROUP NUMBER										a. EMPLOYMENT? (Current or Previous) <input type="checkbox"/> YES <input type="checkbox"/> NO									
b. RESERVED FOR NUCC USE										b. AUTO ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO PLACE (State)									
c. RESERVED FOR NUCC USE										c. OTHER ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO									
d. INSURANCE PLAN NAME OR PROGRAM NAME										10d. CLAIM CODES (Designated by NUCC)									
12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below.  SIGNED _____ DATE _____										11. INSURED'S POLICY GROUP OR FECA NUMBER									
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 _____										a. INSURED'S DATE OF BIRTH <b>MM DD YY</b> SEX <input type="checkbox"/> M <input type="checkbox"/> F									
14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) <b>MM DD YY</b> QUAL _____										b. OTHER CLAIM ID (Designated by NUCC)									
15. OTHER DATE <b>MM DD YY</b> QUAL _____										c. INSURANCE PLAN NAME OR PROGRAM NAME									
16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION FROM <b>MM DD YY</b> TO <b>MM DD YY</b>										d. IS THERE ANOTHER HEALTH BENEFIT PLAN? <input type="checkbox"/> YES <input type="checkbox"/> NO <i>if yes, complete items 9, 9a, and 9c.</i>									
17. NAME OF REFERRING PROVIDER OR OTHER SOURCE <b>I.M. REFERRING PROVIDER</b>										13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE I authorize payment of medical benefits to the undersigned physician or supplier for services described below.									
17a. _____										17b. NPI <b>0111111110</b>									
18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM <b>MM DD YY</b> TO <b>MM DD YY</b>										18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM <b>MM DD YY</b> TO <b>MM DD YY</b>									
19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)										20. OUTSIDE LAB? <input type="checkbox"/> YES <input type="checkbox"/> NO \$ CHARGES _____									
21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate A-L to service line below (24E) ICD Ind. _____										22. RESUBMISSION CODE _____ ORIGINAL REF. NO. _____									
A. <b>XXX.X</b> B. _____ C. _____ D. _____										23. PRIOR AUTHORIZATION NUMBER _____									
E. _____ F. _____ G. _____ H. _____										24. A. DATE(S) OF SERVICE From <b>MM DD YY</b> To <b>MM DD YY</b> B. PLACE OF SERVICE <b>XX</b> C. EMG <b>XXXXX</b> D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) <b>XX</b> E. DIAGNOSIS POINTER <b>X</b> F. \$ CHARGES <b>XXX.XX</b> G. GATE OUT UNITS <b>1</b> H. ICD ID. <b>NPI</b> J. RENDERING PROVIDER ID. # _____									
I. _____ J. _____ K. _____ L. _____										25. FEDERAL TAX I.D. NUMBER SSN EIN <b>1234JED</b> 26. PATIENT'S ACCOUNT NO. <b>1234JED</b> 27. ACCEPT ASSIGNMENT? <input type="checkbox"/> YES <input type="checkbox"/> NO 28. TOTAL CHARGE \$ <b>XXX.XX</b> 29. AMOUNT PAID \$ _____ 30. Rev'd for NUCC Use _____									
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.) <b>I.M. Provider</b> <b>MMDDCCYY</b> SIGNED _____ DATE _____										32. SERVICE FACILITY LOCATION INFORMATION									
33. BILLING PROVIDER INFO & PH # <b>I.M. PROVIDER</b> <b>1 W WILLIAMS ST</b> <b>ANYTOWN WI 55555-1234</b>										33. BILLING PROVIDER INFO & PH # ( ) <b>I.M. PROVIDER</b> <b>1 W WILLIAMS ST</b> <b>ANYTOWN WI 55555-1234</b>									
NPI _____										a. <b>022222220</b> b. <b>ZZ123456789X</b>									

NUCC Instruction Manual available at: [www.nucc.org](http://www.nucc.org)

PLEASE PRINT OR TYPE

APPROVED OMB-0938-1197 FORM 1500 (02-12)

CARRIER  
PATIENT AND INSURED INFORMATION  
PHYSICIAN OR SUPPLIER INFORMATION

# Sample of an Incorrectly Aligned 1500 Health Insurance Claim Form



## HEALTH INSURANCE CLAIM FORM

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

CARRIER

PATIENT AND INSURED INFORMATION

PHYSICIAN OR SUPPLIER INFORMATION

<input type="checkbox"/> PICA <span style="float: right;"><input type="checkbox"/> PICA</span>																													
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"/> BLK LUNG <input type="checkbox"/> OTHER <input type="checkbox"/> (Medicare) (Medicaid) (IDA/DoDI) (Member ID#) (ID#) (ID#)					1a. INSURED'S I.D. NUMBER (For Program in Item 1) <b>1234567890</b>																								
2. PATIENT'S NAME (Last Name, First Name, Middle Initial) <b>MEMBER, IM A</b>					3. PATIENT'S BIRTH DATE <b>MM DD YY</b>					4. INSURED'S NAME (Last Name, First Name, Middle Initial) <b>SAME</b>																			
5. PATIENT'S ADDRESS (No., Street) <b>609 WILLOW ST</b>					6. PATIENT RELATIONSHIP TO INSURED Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/>					7. INSURED'S ADDRESS (No., Street)																			
CITY <b>ANYTOWN</b>			STATE <b>WI</b>		8. RESERVED FOR NUCC USE					CITY																			
ZIP CODE <b>55555</b>			TELEPHONE (Include Area Code) <b>( ) 444 444 4444</b>		9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)					10. IS PATIENT'S CONDITION RELATED TO:																			
a. OTHER INSURED'S POLICY OR GROUP NUMBER					a. EMPLOYMENT? (Current or Previous) <input type="checkbox"/> YES <input type="checkbox"/> NO					a. INSURED'S DATE OF BIRTH MM DD YY																			
b. RESERVED FOR NUCC USE					b. AUTO ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO PLACE (State)					b. OTHER CLAIM ID (Designated by NUCC)																			
c. RESERVED FOR NUCC USE					c. OTHER ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO					c. INSURANCE PLAN NAME OR PROGRAM NAME																			
d. INSURANCE PLAN NAME OR PROGRAM NAME					10d. CLAIM CODES (Designated by NUCC)					d. IS THERE ANOTHER HEALTH BENEFIT PLAN? <input type="checkbox"/> YES <input type="checkbox"/> NO <i>If yes, complete items 9, 9a, and 9c.</i>																			
READ BACK OF FORM BEFORE COMPLETING & SIGNING THIS FORM.										13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE I authorize payment of medical benefits to the undersigned physician or supplier for services described below.																			
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 _____																			
14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) MM DD YY QUAL					15. OTHER DATE MM DD YY QUAL					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 <b>I.M. REFERRING PROVIDER</b>					17a. NPI <b>011111110</b>					18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM MM DD YY TO MM DD YY																			
19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)										20. OUTSIDE LAB? <input type="checkbox"/> YES <input type="checkbox"/> NO \$ CHARGES																			
21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate A-L to service line below (24E) ICD 10d.										22. RESUBMISSION CODE ORIGINAL REF. NO.																			
A. <b>XXX.X</b> B. _____ C. _____ D. _____ E. _____ F. _____ G. _____ H. _____ I. _____ J. _____ K. _____ L. _____										23. PRIOR AUTHORIZATION NUMBER																			
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+CPCS MODIFIER		E. DIAGNOSIS POINTER		F. \$ CHARGES		G. GAT9 OUT UNITS		H. SPDT (Rank) Per		I. ID. DUAL		J. RENDERING PROVIDER ID. #											
1 MM DD YY		XX		XXXXX		XX		X		XXXXX 1		NPI		NPI		NPI		NPI											
2		3		4		5		6		NPI		NPI		NPI		NPI		NPI											
25. FEDERAL TAX I.D. NUMBER SSN EIN					26. PATIENT'S ACCOUNT NO.					27. ACCEPT ASSIGNMENT? (By govt. docs, see 15a) <input type="checkbox"/> YES <input type="checkbox"/> NO					28. TOTAL CHARGE \$ <b>XXX XX</b>					29. AMOUNT PAID \$					30. Rsvd for NUCC Use				
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.) <b>I.M. Provider</b>										32. SERVICE FACILITY LOCATION INFORMATION										33. BILLING PROVIDER INFO & PH # ( ) <b>I.M. PROVIDER</b> <b>1 W WILLIAMS ST</b> <b>ANYTOWN WI 55555-1234</b> <b>022222220 ZZ123456789X</b>									
SIGNED _____ DATE _____										NPI _____																			

NUCC Instruction Manual available at: www.nucc.org

PLEASE PRINT OR TYPE

APPROVED UMB-0938-1197 FORM 1500 (02-12)

### Sample of a Correctly Aligned UB-04 Claim Form

1 IM BILLING PROVIDER 444 E CLAIREMONT ANYTOWN WI 55555-1234 (444) 444-4444										2										3a PAT CNTL # 11 7654321					4 TYPE OF BILL XXX																								
9 PATIENT NAME MEMBER, IM A										9 PATIENT ADDRESS ON FILE										5 FED TAX NO. 01-2345678					6 STATEMENT COVERS PERIOD FROM MMDCCYY					7 THROUGH MMDCCYY																			
10 BIRTHDATE										11 SEX					12 DATE					13 ADMISSION 13 M1 14 TYPE 15 SRC					16 DHR					17 STAT					18 19 20 21 22 23 24 25 26 27 28					29 ACCT STATE									
31 OCCURRENCE DATE					32 OCCURRENCE DATE					33 OCCURRENCE DATE					34 OCCURRENCE DATE					35 OCCURRENCE SPAN FROM THROUGH					36 OCCURRENCE SPAN FROM THROUGH					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										XXXXX										XXXXX					MMDYY					1.0					XX XX														
XXXX										XXXXX										XXXXX					MMDYY					1.0					XX XX														
XXXX										XXXXX										XXXXX					MMDYY					1.0					XX XX														
PAGE 1 OF 1										CREATION DATE										TOTALS					XXX XX																								
50 PAYER NAME T19 MEDICAID										51 HEALTH PLAN ID										52 REL INQ					53 APO BEN					54 PRIOR PAYMENTS					55 EST. AMOUNT DUE					56 NPI 0111111110									
58 INSURED'S NAME SAME										59 PPEL										60 INSURED'S UNIQUE ID 1234567890					61 GROUP NAME					62 INSURANCE GROUP NO.																			
63 TREATMENT AUTHORIZATION CODES										64 DOCUMENT CONTROL NUMBER										65 EMPLOYER NAME																													
68 XXXX										A B C D E F G H										J K L M N O P Q																													
69 ADMIT DX					70 PATIENT REASON DX					71 PPS CODE					72 EDI					73																													
74 PRINCIPAL PROCEDURE DATE					75 OTHER PROCEDURE DATE					76 OTHER PROCEDURE DATE					77 ATTENDING NPI 022222220					78 QUAL																													
79 OTHER PROCEDURE DATE					80 OTHER PROCEDURE DATE					81 OTHER PROCEDURE DATE					78 OTHER NPI					79 QUAL																													
80 REMARKS										81 CC B3 123456789X					78 OTHER NPI					79 QUAL																													
															78 OTHER NPI					79 QUAL																													
															78 OTHER NPI					79 QUAL																													
															78 OTHER NPI					79 QUAL																													



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 PAT CNTL #		4 TYPE OF BILL XXX	
8 PATIENT NAME MEMBER, IM A		9 PATIENT ADDRESS ON FILE		5 MED REC # 117654321		6 STATEMENT COVERS PERIOD FROM THROUGH MMDDCCYY MMDDCCYY	
10 BIRTHDATE		11 SEX		12 DATE		13 HR	
14 TYPE		15 SRC		16 DHR		17 STAT	
18		19		20		21	
22		23		24		25	
26		27		28		29 ACUT STATE	
30		31 OCCURRENCE DATE		32 OCCURRENCE DATE		33 OCCURRENCE DATE	
34 OCCURRENCE DATE		35 OCCURRENCE DATE		36 OCCURRENCE SPAN FROM THROUGH		37 OCCURRENCE SPAN FROM THROUGH	
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		XXXXX		XXXXX		MMDDYY 1.0 XX XX	
XXXX		XXXXX		XXXXX		MMDDYY 1.0 XX XX	
XXXX		XXXXX		XXXXX		MMDDYY 1.0 XX XX	
PAGE 1 OF 1		CREATION DATE		TOTALS		XXX XX 0111111110	
50 PAYER NAME T19 MEDICAID		51 HEALTH PLAN ID		52 REL HPPS		53 ADD SERV	
54 FROTH PAYMENTS		55 EST. AMOUNT DUE		56 NPI		57 OTHER PRV ID	
58 INSURED'S NAME SAME		59 PHEIL		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 PRINCIPAL PROCEDURE CODE		75 OTHER PROCEDURE CODE		76 OTHER PROCEDURE CODE		77 OTHER PROCEDURE CODE	
78 ATTENDING NPI		79 OPERATING NPI		80 OTHER NPI		81 OTHER NPI	
LAST FIRST		LAST FIRST		LAST FIRST		LAST FIRST	
82 REMARKS		83 B3 123456789X		84		85	

Topic #3224

# Paper Claims Submission

Paper claims for accommodation and billable ancillary services must be submitted using the UB-04 Claim Form. Paper claims for accommodation and billable ancillary services submitted on any other claim form are denied.

Providers should use the appropriate claim form instructions when submitting these claims.

Paper claims for immunizations must be submitted using the 1500 Health Insurance Claim Form ((02/12)). Paper claims for immunizations when submitted on any other claim form are denied.

Providers should use the appropriate claim form instructions when submitting these claims.

## Obtaining the Claim Forms

ForwardHealth does not provide the UB-04 Claim Form or the 1500 Health Insurance Claim Form. These forms may be obtained from any federal forms supplier.

Topic #13537

## Patient Discharge Status

ForwardHealth systematically end dates a member's nursing home authorization segment when one of the following patient status codes is submitted on a claim if the authorization segment is still "active":

- 01 (Discharged to home or self care [routine discharge])
- 06 (Discharged/transferred to home under care of organized home health service organization)
- 20 (Expired)
- 50 (Discharged/transferred to hospice - home)
- 51 (Discharged/transferred to hospice - medical facility)

If one of the previously listed patient discharge status codes is indicated on a claim, ForwardHealth end dates the nursing home authorization segment on the last day of the month for the DOS (dates of service) indicated on the claim. For example, if a nursing home submits a claim with a patient status code of "01" for DOS April 1 through April 20, the enddate of the nursing home authorization segment will be April 30.

The incorrect use of the patient status code "01," "06," "50," or "51" in Form Locator 17 on the UB-04 Claim Form or in 2300 loop, CL 103 reference designator, 1352 data element on the 837 Health Care Claim Form: Institutional will require the nursing home to submit a new [Nursing Home Care Determination Request \(F-01020 \(02/17\)\)](#) form to establish a new nursing home authorization segment. The effective date on the new request must be after the enddate of the nursing home authorization segment that was end dated.

Nursing home providers are reminded that patient status code "30" (Still Patient) should be used for a resident who is on a therapeutic or hospital leave of absence on the "To Date of Service" on the claim. Resident on "leave" does not meet the definition of a "discharge" under federal PASRR (Preadmission Screening and Resident Review) regulations.

ForwardHealth end dates a member's nursing home authorization segment if there have been no long term care claims submitted for three consecutive months.

Topic #10177

## Prior Authorization Numbers on Claims

Providers are not required to indicate a PA (prior authorization) number on claims. ForwardHealth interChange matches the claim

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

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

Topic #10637

## Reimbursement Reduction for Most Paper Claims

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

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

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

The reimbursement reduction applies to the following paper claims:

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

## Exceptions to Paper Claim Reimbursement Reduction

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

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

Topic #15977

## Submitting Multiple National Drug Codes per Procedure Code

If two or more NDCs (National Drug Codes) are submitted for a single procedure code, the procedure code is required to be repeated on separate details for each unique NDC. Whether billing a compound or noncompound drug, the procedures for billing multiple components (NDCs) with a single HCPCS (Healthcare Common Procedure Coding System) code are the same.

## Claim Submission Instructions for Claims with Two or Three National Drug Codes

When two NDCs are submitted on a claim, a KP modifier (first drug of a multiple drug unit dose formulation) is required on the first detail and a KQ modifier (second or subsequent drug of a multiple drug unit dose formulation) is required on the second detail.

For example, if a provider administers 150 mg of Synagis, and a 100 mg vial and a 50 mg vial were used, then the NDC from each vial must be submitted on the claim. Although the vials have different NDCs, the drug has one procedure code, 90378 (Respiratory syncytial virus, monoclonal antibody, recombinant, for intramuscular use, 50 mg, each). In this example, the same procedure code would be reported on two details of the claim and paired with different NDCs.

Procedure Code	NDC	NDC Description
90378	60574-4111-01	Synagis <sup>®</sup> — 100 mg
90378	60574-4112-01	Synagis <sup>®</sup> — 50 mg

### Example 1500 Health Insurance Claim Form for Submitting Two National Drug Codes per Procedure Code

	24. A. DATE(S) OF SERVICE						B. PLACE OF SERVICE	C. EMG	D. PROCEDURES, SERVICES, OR SUPPLIES			E. DIAGNOSIS POINTER	F. S CHARGES	G. DAYS OR UNITS	H. EPSTI Family Plan	I. ID. QUAL.	J. RENDERING PROVIDER ID. #
	From	To							CPT/HCPCS	1	MODIFIER						
1	N460574411101	ME100															
	11	13	14	11	13	14	11		90378	KP		AC	500.00	2	N	NPI	0123456789
2	N460574411201	ME50															
	11	13	14	11	13	14	11		90378	KQ		AC	500.00	1	N	NPI	0123456789

When three NDCs are submitted on a claim, a KP modifier is required on the first detail, a KQ modifier on the second detail, and the modifier should be left blank on the third detail.

For example, if a provider administers a mixture of 1 mg of hydromorphone HCl powder, 125 mg of bupivacaine HCl powder, and 50 ml of sodium chloride 0.9 percent solution, each NDC is required on a separate detail. However, this compound drug formulation is required to be billed under one procedure code, J3490 (Unclassified drugs), and the same procedure code must be reported on three separate details on the claim and paired with different NDCs.

Procedure Code	NDC	NDC Description
J3490	00406-3245-57	Hydromorphone HCl Powder — 1 mg
J3490	38779-0524-03	Bupivacaine HCl Powder — 125 mg
J3490	00409-7984-13	Sodium Chloride 0.9% Solution — 50 ml

## Example 1500 Health Insurance Claim Form for Submitting Three National Drug Codes per Procedure Code

24. A.	DATE(S) OF SERVICE						B. PLACE OF SERVICE	C. EMG	D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances)			E. DIAGNOSIS POINTER	F. \$ CHARGES	G. DATE OF UNIT	H. EPIC/ Family Plan	I. ID. QUAL.	J. RENDERING PROVIDER ID. #	
	MM	DD	YY	MM	DD	YY			CPT/HCPCS	I	MODIFIER							
1	N400406324557	ME1	11	13	14	11	13	14	11	J3490	KP		AC	500.00	1	N	NPI	0123456789
2	N438779052403	ME125	11	13	14	11	13	14	11	J3490	KQ		AC	500.00	1	N	NPI	0123456789
3	N400409798413	ML50	11	13	14	11	13	14	11	J3490			AC	500.00	1	N	NPI	0123456789

Claims for provider-administered drugs with two or three NDCs may be submitted to ForwardHealth via the following methods:

- The 837P (837 Health Care Claim: Professional) transaction
- PES (Provider Electronic Solutions) software
- DDE (Direct Data Entry) on the ForwardHealth Portal
- A 1500 Health Insurance Claim Form ((02/12))

## Claim Submission Instructions for Claims with Four or More National Drug Codes

When four or more components are reported, each component is required to be listed separately in a statement of ingredients on an attachment that must be appended to a paper 1500 Health Insurance Claim Form.

*Note:* The reimbursement reduction for paper claims will not affect claims submitted on paper with four or more NDCs, as described above.

Topic #4817

## Submitting Paper Attachments with Electronic Claims

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

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

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

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

ForwardHealth  
Claims and Adjustments  
313 Blettner Blvd  
Madison WI 53784

This does not apply to compound and noncompound claims.

Topic #3484

## UB-04 (CMS 1450) Claim Form Instructions for Nursing Home Services

Use the following claim form completion instructions, not the form locator descriptions printed on the claim form, to avoid claim denial or inaccurate claim payment. Complete all form locators unless otherwise indicated. Do not include attachments unless instructed to do so.

These instructions are for the completion of the UB-04 for ForwardHealth. For complete billing instructions, refer to the National UB-04 Uniform Billing Manual prepared by the NUBC (National Uniform Billing Committee). The National UB-04 Uniform Billing Manual contains important coding information not available in these instructions. Providers may purchase the National UB-04 Uniform Billing Manual by calling 312-422-3390 or by accessing the [NUBC website](#).

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. Information about [verifying enrollment](#) is available.

*Note:* Every code used on this claim form, even if the code is entered in a non-required form locator, is required to be a valid code. In addition, each provider is solely responsible for the truthfulness, accuracy, timeliness, and completeness of claims relating to reimbursement for services submitted to ForwardHealth.

When submitting paper claims, if the member has any other health insurance (for example, commercial health insurance, Medicare, Medicare Advantage Plans) sources, providers are required to complete and submit an [Explanation of Medical Benefits form](#), along with the completed paper claim.

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

ForwardHealth  
Claims and Adjustments  
313 Blettner Blvd  
Madison WI 53784

### Form Locator 1 — Provider Name, Address, and Telephone Number

Enter the name of the provider submitting the claim and the practice location address. The minimum requirement is the provider's name, city, state, and ZIP+4 code. Do not enter a Post Office Box or a ZIP+4 code associated with a PO Box. The name in Form Locator 1 must correspond with the NPI (National Provider Identifier) in Form Locator 56.

### Form Locator 2 — Pay-to Name, Address, and ID (not required)

### Form Locator 3a — Pat. Cntl # (optional)

Providers may enter up to 20 characters of the patient's internal office account number. This number will appear on BadgerCare Plus remittance information.

### Form Locator 3b — Med. Rec. # (optional)

Enter the number assigned to the patient's medical/health record by the provider. This number will appear on BadgerCare Plus remittance information.

### Form Locator 4 — Type of Bill

Exclude the leading zero and enter the three-digit type of bill code. The first digit identifies the type of facility. The second digit

classifies the type of care. The third digit ("X") indicates the billing frequency; providers should enter one of the following for "X":

- 211 = Inpatient Nursing Home — Admit through discharge claim.
- 212 = Inpatient Nursing Home — Interim, first claim.
- 213 = Inpatient Nursing Home — Interim, continuing claim.
- 214 = Inpatient Nursing Home — Interim, last claim.

#### **Form Locator 5 — Fed. Tax No.**

Data are required in this form locator for OCR (Optical Character Recognition) processing. Any information populated by a provider's computer software is acceptable data for this form locator. If computer software does not automatically complete this form locator, enter information such as the provider's federal tax identification number.

#### **Form Locator 6 — Statement Covers Period (From - Through)**

Enter both dates in MMDDYY format (for example, November 1, 2006, would be 110106). Include the date of discharge or death. Do not include Medicare coinsurance days.

#### **Form Locator 7 — Unlabeled Field (not required)**

#### **Form Locator 8 a-b — Patient Name**

Enter the member's last name and first name, separated by a space or comma, in Form Locator 8b. Use Wisconsin's EVS (Enrollment Verification System) 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.

#### **Form Locator 9 a-e — Patient Address**

Data are required in this form locator for OCR processing. Any information populated by a provider's computer software is acceptable data for this form locator (for example, "On file"). If computer software does not automatically complete this form locator, enter information such as the member's complete address in field 9a.

#### **Form Locator 10 — Birthdate**

Enter the member's birth date in MMDDCCYY format (for example, September 25, 1975, would be 09251975).

#### **Form Locator 11 — Sex (not required)**

#### **Form Locator 12 — Admission/Start of Care Date**

Enter the admission date in MMDDYY format (for example, November 1, 2001, would be 110101). The date of admission to the nursing home is the first date the member enters the facility as an inpatient for the current residency. (Current residency is not interrupted by bedhold days or changes in level of care or payer status.)

#### **Form Locator 13 — Admission Hr (not required)**

#### **Form Locator 14 — Priority (Type) of Admission or Visit**

Enter the appropriate admission type for the services rendered. Refer to the UB-04 Billing Manual for more information.

#### **Form Locator 15 — Admission Src**

For bill type 211 and 212, enter the code indicating the source of this admission. Refer to the UB-04 Billing Manual for more information.

#### **Form Locator 16 — DHR (not required)**

#### **Form Locator 17 — Stat**

Enter the code indicating disposition or discharge status of the member at the end of service for the period covered on this claim. Refer to the UB-04 Billing Manual for more information.

Code Structure for Patient Status	
Code	Description
01	Discharged to home or self care (routine discharge)
02	Discharged/transferred to another short-term general hospital for inpatient care
03	Discharged/transferred to SNF (skilled nursing facility) with Medicare enrollment
04	Discharged/transferred to an ICF (intermediate care facility)
05	Discharged/transferred to another type of institution for inpatient care or referred for outpatient services to another institution
06	Discharged/transferred to home under care of organized home health service organization
07	Left against medical advice or discontinued care
20	Expired
30	Still patient
43	Discharged/transferred to a federal health care facility
50	Discharged/transferred to Hospice - home
51	Discharged/transferred to Hospice - medical facility
61	Discharged/transferred to hospital-based Medicare approved swing bed
62	Discharged/transferred to an IRF (inpatient rehabilitation facility) including rehabilitation distinct part units of a hospital
63	Discharged/transferred to a Medicare LTCH (long term care hospital)
64	Discharged/transferred to a nursing facility enrolled in Medicaid but not enrolled in Medicare
65	Discharged/transferred to a psychiatric hospital or psychiatric distinct part unit of a hospital
66	Discharged/transferred to Critical Access Hospital

**Form Locators 18-28 — Condition Codes (required, if applicable)**

Enter the code(s) identifying a condition related to this claim, if appropriate. Refer to the UB-04 Billing Manual for more information.

Condition Code Structure for Insurance Codes		
Code	Title	Description
A5	Disability	Developmentally disabled

**Form Locator 29 — ACDT State (not required)****Form Locator 30 — Unlabeled Field (not required)****Form Locators 31-34 — Occurrence Code and Date (required, if applicable)**

If appropriate, enter the code and associated date defining a significant event relating to this claim that may affect payer



processing. All dates must be printed in the MMDDYY format. Refer to the UB-04 Billing Manual for more information.

**Form Locators 35-36 — Occurrence Span Code (From - Through)**

To indicate each hospital leave of absence, enter "75" (Leave of Absence/Hospital Bedhold) in the Code field, followed by the From and Through dates in the appropriate fields. Occurrence span code 75 must be used in conjunction with revenue code 0185. The hospital leave of absence quantity must be equal to or less than the occurrence span date range entered.

*Note:* Providers are required to add a day to the occurrence To DOS when Patient Status reflects a discharge and/or Type of Bill codes 1 or 4 are used.

**Form Locator 37 — Unlabeled Field (not required)**

**Form Locator 38 — Responsible Party Name and Address (not required)**

**Form Locators 39-41 a-d — Value Code and Amount**

Enter the relevant value code and associated amount, if applicable. Refer to the UB-04 Billing Manual for more information on value codes.

**Form Locator 42 — Rev. Cd.**

Enter the appropriate [four-digit revenue code](#) as defined by the NUBC that identifies a specific accommodation or ancillary service. Do not include Medicare coinsurance days.

**Form Locator 43 — Description**

Do not enter any dates in this form locator.

**Form Locator 44 — HCPCS/Rate/HIPPS Code (not required)**

**Form Locator 45 — Serv. Date**

Do not enter any dates in this form locator.

**Form Locator 46 — Serv. Units**

Enter the number of covered accommodation days or ancillary units of service for each line item. Do not count or include the day of discharge/death for accommodation codes. Do not include Medicare coinsurance days. The sum of the accommodation days must equal the billing period in Form Locator 43 and must equal the total days indicated in the amount field with value code "80" in Form Locators 39-41 a-d. For transportation services, enter the number of miles.

**Form Locator 47 — Total Charges (by Accommodation/Ancillary Code Category)**

Enter the usual and customary charges for each line item.

**Form Locator 48 — Non-covered Charges (not required)**

**Form Locator 49 — Unlabeled Field**

Do **not** enter any dates in this form locator.

***Detail Line 23***

**PAGE \_\_\_ OF \_\_\_**

Enter the current page number in the first blank and the total number of pages in the second blank. This information must be included for both single- and multiple-page claims.

**CREATION DATE (not required)**

**TOTALS**

Enter the sum of all charges for the claim in this field. 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.**

**Form Locator 50 A-C — Payer Name**

Enter all health insurance payers here. Enter "T19" for Medicaid and the name of the commercial health insurance, if applicable. If submitting a multiple-page claim, enter health insurance payers only on the first page of the claim.

**Form Locator 51 A-C — Health Plan ID (not required)****Form Locator 52 A-C — Rel. Info (not required)****Form Locator 53 A-C — Asg. Ben. (not required)****Form Locator 54 A-C — Prior Payments (not required)**

This information is not required on the claim.

*Note:* When submitting paper claims to ForwardHealth, if the member has any other health insurance sources (for example, commercial health insurance, Medicare, Medicare Advantage Plans), providers are required to complete and submit a separate [Explanation of Medical Benefits form](#) for each other payer listed in Form Locator 50 A-C as an attachment(s) to their completed claim.

**Form Locator 55 A-C — Est. Amount Due (not required)****Form Locator 56 — NPI**

Enter the provider's NPI. The NPI in Form Locator 56 should correspond with the name in Form Locator 1.

**Form Locator 57 — Other Provider ID (not required)****Form Locator 58 A-C — Insured's Name**

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

**Form Locator 59 A-C — P. Rel (not required)****Form Locator 60 A-C — Insured's Unique ID**

Enter the member identification number. Do not enter any other numbers or letters. Use the ForwardHealth card or the EVS to obtain the correct member ID.

**Form Locator 61 A-C — Group Name (not required)****Form Locator 62 A-C — Insurance Group No. (not required)****Form Locator 63 A-C — Treatment Authorization Codes (not required)****Form Locator 64 A-C — Document Control Number (not required)****Form Locator 65 A-C — Employer Name (not required)****Form Locator 66 — Dx (not required)****Form Locator 67 — Principal Diagnosis Code and Present on Admission Indicator**

Enter the valid, most specific ICD (International Classification of Diseases) code describing the principal diagnosis (for example, the condition established after study to be chiefly responsible for causing the admission or other health care episode). Do not enter manifestation codes as the principal diagnosis; code the underlying disease first. The principal diagnosis may not include External Cause of Morbidity codes.

**Form Locators 67A-Q — Other Diagnosis Codes and Present on Admission Indicator**

Enter valid, most specific ICD diagnosis codes corresponding to additional conditions that coexist at the time of admission, or develop subsequently, and that have an effect on the treatment received or the length of stay. Diagnoses that relate to an earlier episode and have no bearing on this episode are to be excluded. Providers should prioritize diagnosis codes as relevant to this claim.

**Form Locator 68 — Unlabeled Field (not required)**

**Form Locator 69 — Admit Dx**

Enter a valid, most specific ICD diagnosis code provided at the time of admission.

**Form Locator 70 — Patient Reason Dx (not required)**

**Form Locator 71 — PPS Code (not required)**

**Form Locator 72 — ECI (not required)**

**Form Locator 73 — Unlabeled Field (not required)**

**Form Locator 74 — Principal Procedure Code and Date (not required)**

**Form Locator 74a-e — Other Procedure Code and Date (not required)**

**Form Locator 75 — Unlabeled Field (not required)**

**Form Locator 76 — Attending**

Enter the attending provider's NPI.

**Form Locator 77 — Operating (not required)**

**Form Locators 78 and 79 — Other (not required)**

**Form Locator 80 — Remarks (not required)**

***Commercial Health Insurance Billing Information***

This information is not required on the claim.

*Note:* When submitting paper claims to ForwardHealth, if the member has any other health insurance sources (for example, commercial health insurance, Medicare, Medicare Advantage Plans), providers are required to complete and submit a separate [Explanation of Medical Benefits form](#) for each other payer listed in Form Locator 50 A-C as an attachment(s) to their completed claim.

**Form Locator 81 a-d — CC**

If the billing provider's NPI was indicated in Form Locator 56, enter the qualifier "B3" in the first field to the right of the form locator, followed by the appropriate 10-digit provider taxonomy code on file with ForwardHealth in the second field.

*Note:* Providers should use qualifier "PXC" when submitting an electronic claim using the 837I (837 Health Care Claim):

Institutional) transaction. For further instructions, refer to the [companion guide](#) for the 837I transaction.

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

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Topic #549

### Requirements

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

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

Topic #551

### Resubmission

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

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

Topic #744

### Submission

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

- A properly completed [Timely Filing Appeals Request \(F-13047 \(08/15\)\)](#) form for each claim and each adjustment to allow for documentation of individual claims and adjustments submitted to ForwardHealth
- A legible claim or [Adjustment/Reconsideration Request \(F-13046 \(08/15\)\)](#) form
- All required documentation as specified for the exception to the submission deadline
- A properly completed [Explanation of Medical Benefits form](#) for paper claims and paper claim adjustments where other health insurance sources are indicated

*Note:* Providers are reminded to complete and submit the most current versions of these forms supported by ForwardHealth.

To receive consideration for an exception, a Timely Filing Appeals Request form must be received by ForwardHealth before the applicable submission deadlines specified for the exception.

When completing the claim or adjustment request, providers are required to indicate the procedure code, diagnosis code, POS (place of service) code, and all other required claims data elements 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 additional documentation requirements as they correspond to each of the eight allowable exceptions.

<b>Change in Nursing Home Resident's Level of Care or Liability Amount</b>		
<b>Description of the Exception</b>	<b>Documentation Requirements</b>	<b>Submission Address</b>
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 LOC (level of care) or liability amount.	To receive consideration, the request must be submitted within 455 days from the DOS. Include the following documentation as part of the request: <ul style="list-style-type: none"> <li>• The correct liability amount or LOC must be indicated on the <a href="#">Adjustment/Reconsideration Request (F-13046 (08/15))</a> form.</li> <li>• 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.</li> <li>• A copy of the <a href="#">Explanation of Medical Benefits form</a>, if applicable.</li> </ul>	ForwardHealth Timely Filing Ste 50 313 Blettner Blvd Madison WI 53784
<b>Decision Made by a Court, Fair Hearing, or the Wisconsin Department of Health Services</b>		
<b>Description of the Exception</b>	<b>Documentation Requirements</b>	<b>Submission Address</b>
This exception occurs when a decision is made by a court, fair hearing, or the Wisconsin 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. Include the following documentation as part of the request: <ul style="list-style-type: none"> <li>• A complete copy of the decision notice received from the court, fair hearing, or DHS</li> </ul>	ForwardHealth Timely Filing Ste 50 313 Blettner Blvd Madison WI 53784
<b>Denial Due to Discrepancy Between the Member's Enrollment Information in ForwardHealth interChange and the Member's Actual Enrollment</b>		
<b>Description of the Exception</b>	<b>Documentation Requirements</b>	<b>Submission Address</b>
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.	To receive consideration, the request must be submitted within 455 days from the DOS. Include the following documentation as part of the request: <ul style="list-style-type: none"> <li>• A copy of remittance information showing the claim was submitted in a timely manner and denied with a qualifying enrollment-related explanation.</li> <li>• A photocopy of <b>one</b> of the following indicating enrollment on</li> </ul>	ForwardHealth Good Faith/Timely Filing Ste 50 313 Blettner Blvd Madison WI

	<p>the DOS:</p> <ul style="list-style-type: none"> <li>○ Temporary Identification Card for Express Enrollment in BadgerCare Plus</li> <li>○ Temporary Identification Card for Express Enrollment in Family Planning Only Services</li> <li>○ The response received through Wisconsin's EVS (Enrollment Verification System) from a commercial eligibility vendor</li> <li>○ The transaction log number received through <a href="#">WiCall</a></li> <li>○ The enrollment tracking number received through the ForwardHealth Portal</li> </ul>	53784
<b>ForwardHealth Reconsideration or Recoupment</b>		
<b>Description of the Exception</b>	<b>Documentation Requirements</b>	<b>Submission Address</b>
This exception occurs when ForwardHealth reconsiders a previously processed claim. ForwardHealth will initiate an adjustment on a previously paid claim.	<p>If a subsequent provider submission is required, the request must be submitted within 90 days from the date of the RA (Remittance Advice) message. Include the following documentation as part of the request:</p> <ul style="list-style-type: none"> <li>● A copy of the RA message that shows the ForwardHealth-initiated adjustment</li> <li>● A copy of the <a href="#">Explanation of Medical Benefits form</a>, if applicable</li> </ul>	ForwardHealth Timely Filing Ste 50 313 Blettner Blvd Madison WI 53784
<b>Retroactive Enrollment for Persons on General Relief</b>		
<b>Description of the Exception</b>	<b>Documentation Requirements</b>	<b>Submission Address</b>
This exception occurs when the income maintenance or tribal agency requests a return of a GR (general relief) payment from the provider because a member has become retroactively enrolled for Wisconsin Medicaid or BadgerCare Plus.	<p>To receive consideration, the request must be submitted within 180 days from the date the backdated enrollment was added to the member's enrollment information. Include the following documentation as part of the request:</p> <ul style="list-style-type: none"> <li>● A copy of the <a href="#">Explanation of Medical Benefits form</a>, if applicable</li> </ul> <p style="text-align: center;"><b>And</b></p> <ul style="list-style-type: none"> <li>● "GR retroactive enrollment" indicated on the claim</li> </ul> <p style="text-align: center;"><b>Or</b></p> <ul style="list-style-type: none"> <li>● A copy of the letter received from the income maintenance or tribal agency</li> </ul>	ForwardHealth GR Retro Eligibility Ste 50 313 Blettner Blvd Madison WI 53784
<b>Medicare Denial Occurs After the Submission Deadline</b>		



Description of the Exception	Documentation Requirements	Submission Address
<p>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:</p> <ul style="list-style-type: none"> <li>• The charges were previously submitted to Medicare.</li> <li>• The member name and identification number do not match.</li> <li>• The services were previously denied by Medicare.</li> <li>• The provider retroactively applied for Medicare enrollment and did not become enrolled.</li> </ul>	<p>To receive consideration, the request must be submitted within 90 days of the Medicare processing date. Include the following documentation as part of the request:</p> <ul style="list-style-type: none"> <li>• A copy of the Medicare remittance information</li> <li>• A copy of the <a href="#">Explanation of Medical Benefits form</a>, if applicable</li> </ul>	<p>ForwardHealth Timely Filing Ste 50 313 Blettner Blvd Madison WI 53784</p>
<b>Refund Request from an Other Health Insurance Source</b>		
Description of the Exception	Documentation Requirements	Submission Address
<p>This exception occurs when an other health insurance source reviews a previously paid claim and determines that reimbursement was inappropriate.</p>	<p>To receive consideration, the request must be submitted within 90 days from the date of recoupment notification. Include the following documentation as part of the request:</p> <ul style="list-style-type: none"> <li>• A copy of the recoupment notice</li> <li>• An updated <a href="#">Explanation of Medical Benefits form</a>, if applicable</li> </ul> <p><i>Note:</i> When the reason for resubmitting is due to Medicare recoupment, ensure that the associated Medicare disclaimer code (i.e., M-7 or M-8) is included on the updated Explanation of Medical Benefits form.</p>	<p>ForwardHealth Timely Filing Ste 50 313 Blettner Blvd Madison WI 53784</p>
<b>Retroactive Member Enrollment into Medicaid</b>		
Description of the Exception	Documentation Requirements	Submission Address
<p>This exception occurs when a claim cannot be submitted within the</p>	<p>To receive consideration, the request must be submitted within 180 days from the date the backdated enrollment was added to the</p>	<p>ForwardHealth Timely Filing</p>

submission deadline due to a delay in the determination of a member's retroactive enrollment.	member's enrollment information. In addition, retroactive enrollment must be indicated by selecting "Retroactive member enrollment for ForwardHealth (attach appropriate documentation for retroactive period, if available)" box on the <a href="#">Timely Filing Appeals Request (F-13047 (08/15))</a> form.	Ste 50 313 Blettner Blvd Madison WI 53784
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# Coordination of Benefits

## 2

Archive Date:09/03/2019

## Coordination of Benefits:Commercial Health Insurance

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Topic #595

### Assignment of Insurance Benefits

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

Other health insurance (for example, commercial health insurance, Medicare, Medicare Advantage Plans) companies may permit reimbursement to the provider or member. Providers should verify whether other health insurance benefits may be assigned to the provider. As indicated by the other 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 other health insurance.

If the member is assigned insurance benefits, it is appropriate to submit a claim to ForwardHealth without billing the other health insurance. In this instance providers should indicate the appropriate other insurance indicator or complete the [Explanation of Medical Benefits form](#), as applicable. ForwardHealth will bill the other 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 by BadgerCare Plus and Wisconsin Medicaid, the provider may submit a claim for those services. To allow payment in this situation, providers are encouraged to follow the requirements (e.g., request PA (prior authorization) before providing the service for covered services that require PA). If the requirements are followed, ForwardHealth may reimburse for the service up to the allowed amount (less any payments made by other health insurance sources).

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

Topic #598

### Commercial Fee-for-Service

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

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

Topic #601

## Definition of Commercial Health Insurance

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

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

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

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

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

Topic #602

## Discounted Rates

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

- Their [usual and customary charge](#)
- The appropriate claim adjustment reason code, NCPDP (National Council for Prescription Drug Programs) reject code, or other insurance indicator
- The amount, if any, actually received from other health insurance as the amount paid by other health insurance

Topic #596

## Exhausting Commercial Health Insurance Sources

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

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

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

**If the member disputes the information as it is indicated in the EVS,** the provider should submit a [real-time Other Coverage Discrepancy Report via the ForwardHealth Portal](#) or submit a completed [Commercial Other Coverage Discrepancy Report \(F-01159 \(04/17\)\)](#) form. Unless the service does not require other health insurance billing, the provider should allow at least two weeks before proceeding to Step 2.

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

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

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

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

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

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

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

The provider should proceed in one of the following ways:

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

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

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

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

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

## **Step 5. Submit Claim to ForwardHealth**

**If only partial reimbursement is received, if the correct and complete claim is denied by commercial health insurance, or if commercial health insurance does not respond to the original and follow-up claims,** the provider may submit a claim

to ForwardHealth using the appropriate other insurance indicator or complete the Explanation of Medical Benefits form, as applicable. Commercial remittance information should not be attached to the claim.

Topic #18497

## Explanation of Medical Benefits Form Requirement

An [Explanation of Medical Benefits \(F-01234 \(04/2018\)\)](#) form must be included for each other payer when other health insurance (for example, commercial health insurance, Medicare, Medicare Advantage Plans) sources are indicated on a paper claim or paper adjustment.

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

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

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

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

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

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

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

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

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

Topic #263

## Members Unable to Obtain Services Under Managed Care Plan

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

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

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

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

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

Topic #604

## Non-Reimbursable Commercial Health Insurance Services

Providers are not reimbursed for the following:

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

Topic #605

## Other Insurance Indicators

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

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

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

Code	Description
OI-P	PAID in part or in full by commercial health insurance, and/or was applied toward the deductible,



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

*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.

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 Wis. Admin. Code § [DHS 106.02\(9\)\(a\)](#).

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
- In-home mental health/substance abuse treatment services for children (HealthCheck "Other Services") rendered by providers at the less than bachelor degree level, bachelor's degree level, or QTT (qualified treatment trainee) level

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

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

- Ophthalmology services
- Optometrist services

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

- Alcohol, betadine, and/or iodine provided by a pharmacy or medical vendor
- Ambulance services
- Ambulatory surgery center services
- Breast reconstruction services
- Chiropractic services
- Dental anesthesia services
- Home health services (excluding PC services)
- Hospital services, including inpatient or outpatient
- Medicare-covered services
- Osteopath services
- Physician services
- Skilled nursing home care, if any DOS is within 100 days of the date of admission; if benefits greater than 100 days are available, the nursing home is required to continue to bill for them until those benefits are exhausted

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

## Medicare

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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 #3220

### An Overview of Coordination of Benefits for Nursing Homes

Nursing homes must submit claims for Medicare covered services provided to dual eligibles or QMB-Only (Qualified Medicare Beneficiary-Only) members to Medicare before submitting a claim to ForwardHealth. If the DOS (date of service) are past such timeframes as would ever be covered by Medicare (e.g., a Room and Board claim after the resident's 100th day), the claim need not be submitted to Medicare.

Nursing homes do not have to be Medicare-enrolled to submit claims to Medicare for some services. It is the responsibility of the nursing home to ensure correct and accurate billing systems.

If Medicare covers only a certain number of days per month for a dual eligible, the nursing home may submit two types of claims to ForwardHealth for the month:

1. A straight Medicaid claim for Medicare-denied days
2. A coinsurance days claim (also known as a "Medicare crossover claim") for Medicare-allowed days

If the resident is QMB-Only, a nursing home may submit only a coinsurance days claim to ForwardHealth.

### Straight Medicaid Claim for Medicare Denied Days

Nursing homes must submit their straight Medicaid claims for Medicare denied days according to the following guidelines:

- Nursing homes must indicate on the claim only DOS within the same calendar month.
- Nursing homes must indicate an appropriate Medicare disclaimer code in Form Locator 80 on the UB-04 claim form. (Providers should use disclaimer code "M-8" if all Medicare-certified beds are occupied or if hospitalized Medicare-eligible members do not wish to return to a Medicare-covered bed.)
- Nursing homes must **not** attach a Medicare RA (Remittance Advice) to the claim.

### Coinsurance Days Claim

If the nursing home's coinsurance days claim for Medicare-allowed days is not processed by ForwardHealth within 30 days of the date on the Medicare RA, the nursing home should assume that claim did not automatically cross over from Medicare. In such a case, the nursing home should submit a coinsurance days claim, along with the Medicare RA, according to the following guidelines:

- The dates indicated in Form Locator 6, "Statement Covers Period," must exactly match the dates covered on the Medicare RA.
- The number indicated in Form Locators 30-41 a-d, "Value Code and Amount," must exactly total the number of covered days on Medicare's RA.
- The dollar amount indicated on Detail Line 23, "Total Charges," must exactly match the total charges indicated on the Medicare's RA.

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 Health 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 or [Explanation of Medical Benefits form](#), as applicable.

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 ForwardHealth and/or the MCO's (managed care organization) RA after 30 days of the Medicare processing date, providers are required to resubmit the claim directly to ForwardHealth or the MCO 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 or Medicare Cost 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.

Providers are advised to wait 30 days before billing for claims submitted to Medicare to allow time for the automatic crossover process to complete. If automatic crossover claims do not appear on the ForwardHealth and/or the MCO (managed care organization)'s RA (Remittance Advice) after 30 days of the Medicare processing date, providers are required to resubmit the claim directly to ForwardHealth or the MCO using the NPI (National Provider Identifier) that was reported to ForwardHealth as the primary NPI.

If the service is covered by the MCO, the ForwardHealth RA will indicate EOB (Explanation of Benefits) code 0287 (Member is enrolled in a State-contracted managed care program). If the service is covered on a fee-for-service basis, the MCO RA will indicate that the service is not covered. If the crossover claim is submitted without error, the responsible entity (either ForwardHealth or the MCO) will process the claim to a payable status.

## 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 or MCO RA 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 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 or Medicare Cost Plan.
- The claim is for a member who is enrolled in Medicare and commercial health insurance that is secondary to Medicare (e.g., Medicare Supplemental).

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

- The NPI 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 Solutions) software
- Paper claim form

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). A commercial health plan that acts for Medicare Parts A and B, and sometimes Medicare Part D, for all Medicare covered services except hospice. Medicare Part A continues to provide coverage for hospice services. There are limitations on coverage outside of the carrier's provider network.
- 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 \(08/15\)\)](#) form, the provider should complete and submit the [Explanation of Medical Benefits form](#), as applicable.

### Provider-Submitted Crossover Claim

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

- 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 a Medicare Advantage Plan.
- The claim is for a member who is enrolled in Medicare and commercial health insurance that is secondary to Medicare (**for example**, 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, complete the [Explanation of Medical Benefits form](#).

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 on the claim or the [Explanation of Medical Benefits form](#), as applicable.

\* 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 \(08/15\)\)](#) form and [Explanation of Medical Benefits form](#), as applicable. 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 on the claim or the [Explanation of Medical Benefits form](#), as applicable. 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 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.

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

## Paper Crossover Claims

Providers are required to complete and submit an [Explanation of Medical Benefits form](#), along with provider-submitted paper crossover claims for services provided to members enrolled in a Medicare Advantage Plan.

## 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 #20677

## Medicare Cost

Providers are required to bill the following services to the Medicare Cost Plan before submitting claims to ForwardHealth if the member was enrolled in the Medicare Cost Plan at the time the service was provided:

- Ambulance services
- ASC (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

Providers who are not within the member's Medicare Cost network and are not providing an emergency service or Medicare-allowed service with a referral may submit a claim to traditional Medicare Part A or Medicare Part B for the Medicare-allowed service prior to billing ForwardHealth.

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 on the claim or the [Explanation of Medical Benefits form](#), as applicable.

Code	Description
<b>M-7</b>	<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, SOI (spell of illness), or yearly allotment of available benefits is exhausted.</p> <p><b>For Medicare Part A, use M-7 in the following instances (all three criteria must be met):</b></p> <ul style="list-style-type: none"> <li>• The provider is identified in ForwardHealth files as enrolled in Medicare Part A.</li> <li>• The member is eligible for Medicare Part A.</li> <li>• The service is covered by Medicare Part A but is denied by Medicare Part A due to frequency limitations, diagnosis restrictions, or exhausted benefits.</li> </ul> <p><b>For Medicare Part B, use M-7 in the following instances (all three criteria must be met):</b></p> <ul style="list-style-type: none"> <li>• The provider is identified in ForwardHealth files as enrolled in Medicare Part B.</li> <li>• The member is eligible for Medicare Part B.</li> <li>• The service is covered by Medicare Part B but is denied by Medicare Part B due to frequency limitations, diagnosis restrictions, or exhausted benefits.</li> </ul>
<b>M-8</b>	<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><b>For Medicare Part A, use M-8 in the following instances (all three criteria must be met):</b></p> <ul style="list-style-type: none"> <li>• The provider is identified in ForwardHealth files as enrolled in Medicare Part A.</li> <li>• The member is eligible for Medicare Part A.</li> <li>• The service is usually covered by Medicare Part A but not in this circumstance (e.g., member's diagnosis).</li> </ul> <p><b>For Medicare Part B, use M-8 in the following instances (all three criteria must be met):</b></p> <ul style="list-style-type: none"> <li>• The provider is identified in ForwardHealth files as enrolled in Medicare Part B.</li> <li>• The member is eligible for Medicare Part B.</li> <li>• The service is usually covered by Medicare Part B but not in this circumstance (e.g., member's diagnosis).</li> </ul>

## 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 Wis. Admin. Code [§ DHS 106.02\(9\)\(a\)](#).

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 #689

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

- They provide a Medicare Part A service to a dual eligible.
- They 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 Medicaid-enrolled 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 Medicaid-enrolled provider who is enrolled in Medicare.

Topic #690

## Medicare Retroactive Eligibility — Member

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 #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.

<b>Reimbursement for Coinsurance or Copayment of Medicare Part B-Covered Services</b>			
<b>Explanation</b>	<b>Example</b>		
	<b>1</b>	<b>2</b>	<b>3</b>
Provider's billed amount	\$120	\$120	\$120
Medicare-allowed amount	\$100	\$100	\$100
Medicaid-allowed amount (e.g., maximum allowable fee)	\$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.

## 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

## Nursing Home Crossover Claims

Medicare deductibles, coinsurance, and copayments are paid in full.

Topic #770

## Services Requiring Medicare Advantage Billing

Providers are required to bill the following services to the Medicare Advantage Plan before submitting claims to ForwardHealth:

- Ambulance services
- ASC (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

Providers who are not within the member's Medicare Advantage network and are not providing an emergency service or Medicare-allowed service with a referral are required to refer the member to a provider within their network.

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

## Other Coverage Information

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Topic #4940

### After Reporting Discrepancies

After receiving a [Commercial Other Coverage Discrepancy Report \(F-01159 \(04/17\)\)](#) form or [Medicare Other Coverage Discrepancy Report \(F-02074 \(04/2018\)\)](#) form, ForwardHealth confirms the information and updates the member files.

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

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

Topic #4941

### Coverage Discrepancies

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

Topic #609

### Insurance Disclosure Program

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

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

Topic #610

### Maintaining Accurate and Current Records

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

- Insurance Disclosure program
- Providers who submit an [Commercial Other Coverage Discrepancy Report \(F-01159 \(04/17\)\)](#) form or [Medicare Other Coverage Discrepancy Report \(F-02074 \(04/18\)\)](#) form



- Member certifying agencies
- Members

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

Topic #4942

## Reporting Discrepancies

Providers are encouraged to report discrepancies to ForwardHealth by submitting the [Commercial Other Coverage Discrepancy Report \(F-01159 \(04/17\)\)](#) form or [Medicare Other Coverage Discrepancy Report \(F-02074 \(04/2018\)\)](#) form. Providers are asked to complete the form in the following situations:

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

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

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

## Provider-Based Billing

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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 Wis. Admin. Code § [DHS 106.03\(7\)](#).

Topic #658

### Questions About Provider-Based Billing

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

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

Topic #661

### Receiving Notification

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

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

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

Topic #659

### Responding to ForwardHealth After 120 Days

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

Within Claims Submission Deadlines		
Scenario	Documentation Requirement	Submission Address
The provider discovers through the EVS (Enrollment Verification System) that ForwardHealth has removed or ended the other health insurance coverage from the member's file.	A claim according to normal claims submission procedures (do <b>not</b> use the provider-based billing summary).	ForwardHealth Claims and Adjustments 313 Blettner Blvd Madison WI 53784
The provider discovers that the member's other coverage information (i.e., enrollment dates) reported by the EVS is invalid.	<ul style="list-style-type: none"> <li>• A <a href="#">Commercial Other Coverage Discrepancy Report (F-01159 (04/17))</a> form or <a href="#">Medicare Other Coverage Discrepancy Report (F-02074 (04/18))</a> form.</li> <li>• A claim according to normal claims submission procedures after verifying that the member's other coverage information has been updated by using the EVS (do <b>not</b> use the provider-based billing summary).</li> </ul>	Send the Commercial Other Coverage Discrepancy Report form or Medicare Other Coverage Discrepancy Report form to the address indicated on the form.  Send the claim to the following address:  ForwardHealth Claims and Adjustments 313 Blettner Blvd Madison WI 53784
The other health insurance source reimburses or partially reimburses the provider-based billing claim.	<ul style="list-style-type: none"> <li>• A claim according to normal claims submission procedures (do <b>not</b> use the provider-based billing summary).</li> <li>• The appropriate other insurance indicator on the claim or complete and submit the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> <li>• The amount received from the other health insurance source on the claim or complete and submit the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> </ul>	ForwardHealth Claims and Adjustments 313 Blettner Blvd Madison WI 53784
The other health insurance source denies the provider-based billing claim.	<ul style="list-style-type: none"> <li>• A claim according to normal claims submission procedures (do <b>not</b> use the provider-based billing summary).</li> <li>• The appropriate other insurance indicator or Medicare disclaimer code on the claim or complete and submit the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> </ul>	ForwardHealth Claims and Adjustments 313 Blettner Blvd Madison WI 53784

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

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

Topic #662

# Responding to ForwardHealth Within 120 Days

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

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

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

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

	<p><a href="#">Benefits form</a>, as applicable.</p> <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>	
The other health insurance source denies the provider-based billing claim.	<ul style="list-style-type: none"> <li>• The Provider-Based Billing Summary.</li> <li>• Documentation of the denial, including any of the following: <ul style="list-style-type: none"> <li>◦ Remittance information from the other health insurance source.</li> <li>◦ A letter from the other health insurance source indicating a policy termination date that precedes the DOS.</li> <li>◦ Documentation indicating that the other health insurance source paid the member.</li> <li>◦ A copy of the insurance card or other documentation from the other health insurance source that indicates the policy provides limited coverage such as pharmacy, dental, or Medicare supplemental coverage.</li> <li>◦ A copy of the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> </ul> </li> <li>• The DOS, other health insurance source, billed amount, and procedure code indicated on the documentation must match the information on the Provider-Based Billing Summary.</li> </ul>	ForwardHealth Provider-Based Billing PO Box 6220 Madison WI 53716-0220 Fax 608-221-4567
The other health insurance source fails to respond to the initial <b>and</b> follow-up	<ul style="list-style-type: none"> <li>• The Provider-Based Billing Summary.</li> <li>• Indication that no response was received by</li> </ul>	ForwardHealth Provider-Based Billing

provider-based billing claim.	<p>the other health insurance source.</p> <ul style="list-style-type: none"> <li>• Indication of the dates that the initial and follow-up provider-based billing claims were submitted to the other health insurance source.</li> </ul>	<p>PO Box 6220 Madison WI 53716-0220 Fax 608-221-4567</p>
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Topic #663

## Submitting Provider-Based Billing Claims

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



# Reimbursement for Services Provided for Accident Victims

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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 Wis. Admin. Code § [DHS 106.03\(8\)](#), 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, they 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 an accident-related diagnosis code on claims when services are provided to an accident victim. 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

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Archive Date:09/03/2019

## Covered and Noncovered Services:Codes

Topic #3219

### Revenue and Procedure Codes for Nursing Homes

The following is a list of select revenue and procedure codes for use by nursing homes to submit claims for nursing home services.

<b>Allowable Revenue Codes for Non-developmentally Disabled Nursing Home Members</b>			
<b>Service</b>	<b>Revenue Code</b>	<b>Revenue Code Description</b>	<b>Required Condition Code</b>
Accommodation	0192	Subacute Care level II - Comprehensive Care: Moderate nursing intervention + Disability.	
Hospital Bedhold	0185	Leave of Absence - Nursing Home (for Hospitalization). Charges for holding a room while the member is temporarily away from the provider.	
Therapeutic Leave	0183	Leave of Absence - Therapeutic Leave. Charges from holding a room while the member is temporarily away from the provider.	
<b>Allowable Revenue Codes for Developmentally Disabled Nursing Home Members</b>			
<b>Service</b>	<b>Revenue Code</b>	<b>Revenue Code Description</b>	<b>Required Condition Code</b>
Accommodation - DD member	0190	Subacute Care - General Classification + Disability.	A5
Hospital Bedhold	0185	Leave of Absence - Nursing Home (for Hospitalization). Charges for holding a room while the member is temporarily away from the provider.	A5
Therapeutic Leave	0183	Leave of Absence - Therapeutic Leave. Charges from holding a room while the member is temporarily away from the provider.	A5
<b>Allowable Revenue Codes for Other Nursing Home Members</b>			
<b>Service</b>	<b>Revenue Code</b>	<b>Revenue Code Description</b>	<b>Required Condition Code</b>
Accommodation - brain injured member	0199	Subacute Care - Other + Disability.	A5
<b>Allowable Revenue Codes for Ancillary Services</b>			
<b>Service</b>	<b>Revenue Code</b>	<b>Revenue Code Description</b>	<b>Required Condition Code</b>
Laboratory	0300	Laboratory - General classification. Charges for the performance of diagnostic and routine clinical laboratory tests.	

X-ray	0320	Radiology - General classification. Charges for diagnostic radiology services provided for the examination and care of members. Includes taking, processing, and interpreting radiographs and flourographs.	
Private Room Rate	0110	Room and Board - Private. Per <a href="#">Methods (Methods of Implementation for Wisconsin Medicaid Nursing Home Payment Rates)</a> 4.696: For isolation room, with PA (prior authorization), up to \$35.00 for the difference between the facility's private pay private room and semi-private room rate in addition to the authorized rate.	
Ventilator	0946	Other Therapeutic Services - Complex Medical Equipment - Routine. Charges for other therapeutic services not otherwise categorized.	
<b>Select Other Covered Nursing Home Services (Billed on the 1500 Health Insurance Claim Form ((02/12)))</b>			
Service	Procedure Code	Procedure Code Description	
Non-emergency Transportation	A0120	Non-emergency transportation: mini-bus, mountain area transports, or other transportation systems, [base rate]	
Non-emergency Transportation	S0215	Non-emergency transportation; mileage [one dollar per mile]	
Telemedicine originating site facility fee	Q3014	<a href="#">Telehealth</a> originating site facility fee	
<b>Medically Necessary Noncovered Services</b>			
Service	Revenue Code	Revenue Code Description	Required Condition Code
Noncovered vision services	0962	Professional fees - Ophthalmology.	
Noncovered dental services	0969	Professional fees - Other.	
Other noncovered services	0999	Patient convenience items - Other.	

Topic #830

## Valid Codes Required on Claims

ForwardHealth requires that all codes indicated on claims and PA (prior authorization) requests, including diagnosis codes,

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

## **Code Validity**

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

## **Code Specificity for Diagnosis**

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

# Covered Services and Requirements

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Topic #3218

## Bedhold

### General Information

Bedhold is covered for therapeutic leaves of any length and for hospital stays up to 15 consecutive days for BadgerCare Plus and Medicaid members. Payment will only be made if the nursing home meets the requirements of the qualifying criteria. Specific bedhold requirements are communicated in [Methods of Implementation For Wisconsin Medicaid Nursing Home Payment Rates Memos](#). The nursing home is required to have had an occupancy threshold of 94 percent or greater for the previous month to qualify for bedhold billing for the current month.

### Bedhold Days for Hospital Stays

Hospitalization bedhold days are reimbursable for up to 15 consecutive days per hospital stay. There is no limit on the number of stays per year. Beyond 15 days, hospital bedhold is a noncovered service.

The first day that the member leaves the nursing home, regardless of the time of day, is the first day the member is considered absent. The day the member returns to the nursing home does not count as a bedhold day, regardless of the time of day.

All hospital bedhold days, up to 15 days, are considered covered services; therefore, bedhold charges to the member, family, or friends are prohibited. No resident or third party may be charged for covered bedhold days for a BadgerCare Plus or Medicaid member. With the prior consent of the member or a legal representative, bedhold may be charged to hold the bed after 15 days of covered hospital bedhold services.

Members cannot be administratively discharged from the nursing home unless all of the following have occurred:

- The member remains in the hospital longer than 15 days.
- No agreements have been made to hold the bed through payments by the member, family, or guardian.
- The member and either the legal representative or family have been given a 30-day notice of involuntary discharge according to the federal requirements for discharge under 42 CFR 483.12.

Claims for bedhold days during leaves for hospitalization cannot be submitted when it is known in advance that the member will not return to the nursing home following the hospital stay. Providers can claim as bedhold days only the days prior to:

- The member's return to the nursing home.
- The member's death in the hospital.
- Notification of the member's terminal condition.
- The member's need for discharge to another facility.

### Bedhold Days for Therapeutic Visits

Therapeutic visits are overnight visits (one or more nights) by a member with relatives or friends. Bedhold days for therapeutic visits are reimbursable for BadgerCare Plus and Medicaid members if the member requests leave days for a visit and if the member's physician approves the leave in the physician's POC (plan of care) for the member. This statement must include the rationale for and the anticipated goals of the leave, as well as any limitations on the frequency or duration of leaves. The provider

must note any time there is a change in the member's condition in the POC.

The first day that the member leaves the nursing home, regardless of the time of day, is the first day the member is considered absent. The day the member returns to the nursing home does not count as a bedhold day, regardless of the time of day.

All therapeutic leaves of absence for visits are considered covered services until determined otherwise. Bedhold charges to the member, family or friends are prohibited.

Bedhold days for a therapeutic visit leave, when it is known in advance that a member does not plan to return to the facility following the therapeutic visit, are not covered.

A staff member designated by the administrator (e.g., social service director or nursing service director) must document the member's absence in the member's records and approve each individual leave based on physician order(s).

## **Bedhold Days for Therapeutic or Rehabilitative Programs**

Bedhold days for a therapeutic or rehabilitative program are covered for BadgerCare Plus and Medicaid members when, in the opinion of the member's physician, the program contributes to the member's mental, physical, or social development according to the member's POC. The program must meet the requirements of a therapeutic or rehabilitative program as defined in Wis. Admin. Code § [DHS 101.03\(165\)](#).

Upon request from BadgerCare Plus, the nursing home must submit in writing all of the following information regarding the member:

- Dates of the program's operation
- The number of participants
- Identification of the program's sponsorship
- Anticipated program goals and how the goals will be accomplished (treatment modalities)
- The program's leadership or faculty and their credentials

Each time the member attends a therapeutic or rehabilitative program, the member's physician must include all of the following:

- A written statement in the POC approving for the member's participation in the program
- The goals of the program which apply to the member
- The duration or frequency of the member's participation

The first day that the member leaves the nursing home, regardless of the time of day, is the first day the member is considered absent. The day the member returns to the nursing home does not count as a bedhold day, regardless of the time of day.

Leaves of absence to attend therapeutic or rehabilitative programs are considered covered services until determined otherwise. Bedhold charges to the member, family, or friends are prohibited.

A staff member designated by the administrator (e.g., director or nursing service or social service director) must document the member's absence in the member's chart.

The bedhold for therapeutic or rehabilitation programs cannot be claimed if the member is receiving these services at another in-state or out-of-state nursing home.

There is no limitation on bedhold days for therapeutic or rehabilitation leave as long as all other criteria are met.

DQA program memoranda provide information on resident transfer policies and discharge rights.

Topic #3217



## Covered Services Billable by Other Providers (Not Nursing Homes)

Generally, when a billable, covered service is provided to a nursing home member by an independent provider of service (e.g., a dentist outside of the nursing home), reimbursement may be claimed only by the independent provider under the independent provider's NPI (National Provider Identifier) or billing provider number. Medicaid enrollment and program requirements for that provider type apply.

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. Wis. Admin. Code § [DHS 101.03\(35\)](#) and ch. [DHS 107](#) 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 Wis. Admin. Code § [DHS 101.03\(52\)](#), 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.
- [Non-U.S. citizens](#) may be eligible for covered services in emergency situations.

Topic #3865

## Enteral Nutrition Products Are Not Separately Reimbursable for Nursing Home Residents

Enteral nutrition products are in the daily reimbursement rate for nursing home residents, and therefore, are not separately reimbursable for nursing home residents.

Topic #3216

## Immunizations

Influenza and pneumonia immunizations are separately reimbursable services for nursing homes. Providers should follow the instructions listed below when submitting a claim for immunizations:

- If a member is covered by Medicare or other health insurance, the provider should submit a claim to Medicare or the other insurance before submitting the claim to ForwardHealth.
- When submitting a claim to ForwardHealth, the provider should bill only for the cost of the drug. No separate administration fee can be added since nursing home staff administers the immunizations and this administration cost is already covered under the nursing home daily rate.
- The nursing home should purchase the immunizations from a pharmacy, then bill ForwardHealth for the cost of each individual member dose administered.
  - If the pharmacy supplies the immunization in a multi-dose vial, calculate the cost of each individual dose. The nursing home then bills ForwardHealth for each individual member receiving the immunization.
  - If the pharmacy supplies the immunization in single-dose packages, then the nursing homes bills ForwardHealth for the cost of the drug.

## Submitting Claims

Immunizations are separately billable using CPT (Current Procedural Terminology) codes. Immunizations must be submitted using a professional claim format.

Topic #84

## Medical Necessity

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

Topic #86

## Member Payment for Covered Services

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

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

Topic #8477

## Non-emergency Transportation

Nursing home non-emergency transportation is defined as transportation provided by a nursing home to permit a resident to obtain health treatment or care if the treatment or care is prescribed by a physician as medically necessary and is performed at a physician's office, clinic, or other recognized medical treatment center. Such transportation may be provided in the nursing home's own controlled equipment and by its staff, or by common carrier such as bus or taxi. The member must have an open nursing home LOC (level of care) for the non-emergency transportation DOS (date of service).

## Claim Form

Providers are required to submit claims for non-emergency transportation on the 1500 Health Insurance Claim Form ((02/12)) or by 837P (837 Health Care Claim: Professional) transaction.

## Procedure Codes for Non-emergency Transportation

Providers are required to use one or both of the following procedure codes to receive reimbursement for nursing home non-emergency transportation:

- A0120 — Non-emergency transportation: mini bus, mountain area transports, or other transportation systems.
- S0215 — Non-emergency transportation; mileage per mile.

When nursing home providers transport more than one member, a claim may be submitted for the base rate and mileage for each resident transported.

## Nursing Homes Contracted with a Common Carrier Service

Nursing home providers who contract with a common carrier (e.g., bus, taxi) service and are only billed a flat rate by the common carrier should only indicate the procedure code for the base rate, procedure code A0120 on the claim.

Nursing home providers who contract with a common carrier service and are billed a base rate plus mileage would use both procedure code A0120 and S0215. Indicate the base rate fee on the detail with procedure code A0120 and the mileage on the detail with S0215.

Topic #3215

## Other Covered Services Billable by Nursing Homes

The following service areas are not included in a nursing home's daily rate, yet are covered for Medicaid-enrolled nursing homes:

- Therapies (i.e., OT (occupational therapy), PT (physical therapy), and SLP (speech and language pathology))
- Certain DME (durable medical equipment) — Labeled as "Not In Rate" in the "In NH Facility Rate?" column of the [ForwardHealth DME Index and Maximum Fee Schedules](#)
- Certain DMS (disposable medical supplies) — Have an "N" in the "In NH Rate" column of the [Wisconsin Medicaid Index of Disposable Medical Supplies](#)

Providers may submit claims for these services under the nursing home NPI (National Provider Identifier), but should refer to the appropriate service areas for more information about covered services, prior authorization guidelines, and claim submission instructions.

## Coverage and Documentation Requirements for the Rental of Negative Pressure Wound Therapy Pumps and Purchase of Related Accessories and Supplies

The rental of [negative pressure wound therapy pumps](#) and purchase of related accessories 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). The canister, dressing, and other related supplies are reimbursed in HCPCS code A6550 (Wound care set, for negative pressure wound

therapy electrical pump, all supplies and accessories) and A7000 (Canister, disposable, used with suction pump, each). Reimbursement for the negative pressure wound therapy pump and the purchase of related accessories and supplies are not part of the nursing home daily rate and cannot be included as part of a nursing home's cost reports.

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 using 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:
  - Apply dressings to maintain a moist wound environment.
  - Debride necrotic tissue and treat osteomyelitis or wound infection, if present.
- For stage III or IV pressure ulcers:
  - The member has been appropriately turned and positioned.
  - The member 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).
  - 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.

Detailed documentation showing medical necessity of the negative pressure wound therapy pump is required. 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 applying 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 required to be recorded and maintained in a member's medical record includes 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:

- The 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

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.

Topic #66

## Program Requirements

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

Topic #824

## Services That Do Not Meet Program Requirements

As stated in Wis. Admin. Code [§ DHS 107.02\(2\)](#), 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 Wis. Admin. Code [§ DHS 106.03](#), 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 Wisconsin DHS (Department of Health Services), the PRO (Peer Review Organization) review process, or BadgerCare Plus determines to be inappropriate, in excess of accepted standards of reasonableness or less costly alternative services, or of excessive frequency or duration
- Services provided by a provider who fails or refuses to meet and maintain any of the enrollment requirements under Wis.

Admin. Code [ch. DHS 105](#)

- 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 DHS

Topic #3214

## Services in the Nursing Home Daily Rate

Covered nursing home services are medically necessary services provided by a Medicaid-enrolled nursing home to a nursing home member and prescribed by a physician in a POC (plan of care).

### Services in the Daily Rate

Under the Methods (Methods of Implementation for Wisconsin Medicaid Nursing Home Payment Rates), routine nursing home services and costs that are reimbursed per the nursing home's daily rate include the following:

- Nursing services
- Special care services, including activity therapy, recreation, social services, and religious services
- Supportive services, including dietary, housekeeping, maintenance, and institutional and personal laundry services (excluding personal dry cleaning services)
- Administrative and other indirect services
- Fuel and utilities
- Physical plant, including depreciation, insurance, and interest on plant
- Property taxes
- Certain [OTC \(over-the-counter\) drugs and all diabetic supplies](#)
- Services for members with developmental disabilities
- DME (durable medical equipment) and disposable medical supplies as covered in the [DME Index and Disposable Medical Supplies Index](#)
- Indirect services provided by independent providers of service (Examples include services performed by a pharmacist reviewing prescription services for a facility and services performed by an occupational therapist developing an activity program for a facility.)

### Ancillary Services Reimbursable Beyond the Daily Rate

Ancillary services for nursing home residents are those services that are considered non-routine and, as a result, are not included in the nursing home daily rate. Certain covered ancillary services are separately reimbursable from the nursing home daily rate.

Ventilator units must be approved by the DQA (Division of Quality Assurance) before providing ventilator care. For ventilator care and private room requests, PA (prior authorization) is required.

Nursing home providers do not need separate Medicaid enrollment to provide ancillary services except for ventilator units. A dedicated unit for the care of a ventilator-dependent resident must be approved by the DQA. An approved PA is required to receive the enhanced reimbursement.

The allowable ancillary services and their corresponding revenue codes are as follows:

- **Laboratory services, revenue code 0300**
- **Radiology services, revenue code 0320**
- **Private room rate, revenue code 0110** (A private room may be prior authorized under certain medically necessary conditions for isolation per Wis. Admin. Code § [DHS 132.51\(2\)\(b\)](#) and CDC (Centers for Disease Control and Prevention) guidelines. Refer to section 4.696 of the Methods for details.)

- **Ventilator, revenue code 0946** (Wisconsin Medicaid provides additional reimbursement for ventilator-dependent members residing in a nursing home with a DQA-approved dedicated ventilator unit. The current ventilator rate is listed in the Nursing Home Methods of Implementation in section 4.690.)

## Services for Head Injury Patients

A treatment program for head injury patients must be approved by DMS (Division of Medicaid Services) based on established criteria for admission, continuing stay, discharge, and other program requirements as determined by DMS.

Treatment program and rates must be appropriate and receive prior approval from the DMS Nursing Home Policy and Rate Setting Section. Facilities interested in the program requirements and information about treatment of head injures should contact the following address:

Section Chief  
 Division of Medicaid Services  
 Bureau of Long Term Care Financing  
 Nursing Home Policy and Rate Setting Section  
 P.O. Box 7851  
 Madison, WI 53701-7851

Topic #19902

## Supplies and Materials for Home Delivery

ForwardHealth covers all supplies and materials used for home delivery under HCPCS (Healthcare Common Procedure Coding System) procedure code S8415 (Supplies for home delivery of infant).

Topic #510

## Telehealth

ForwardHealth allows [certain covered services](#) to be provided via telehealth (also known as "telemedicine"). Telehealth enables a provider who is located at a distant site to render the service remotely to a member located at an originating site using a combination of interactive video, audio, and externally acquired images through a networking environment.

## Allowable Providers

The following types of providers may be reimbursed for providing telehealth services at a distant site:

- Audiologists
- Nurse midwives
- Nurse practitioners
- Ph.D. psychologists
- Physician assistants
- Physicians
- Psychiatrists
- Professionals providing services in mental health or substance abuse programs certified by the DQA (Division of Quality Assurance)

## Allowable Originating Sites

The member must be at one of the following originating sites during the telehealth service:

- Hospitals, including emergency departments
- Office/clinic
- Skilled nursing facility

## Requirements and Restrictions

Services provided via telehealth must be of sufficient audio and visual fidelity and clarity as to be functionally equivalent to a face-to-face visit where both the rendering provider and member are in the same physical location. Both the distant and originating sites must have the requisite equipment and staffing necessary to provide the telehealth service.

Coverage of a service provided via telehealth is subject to the same restrictions as when the service is provided face-to-face (e.g., allowable providers, multiple service limitations, PA (prior authorization)).

Providers are reminded that HIPAA (Health Insurance Portability and Accountability Act of 1996) confidentiality requirements apply to telehealth services. When a covered entity or provider utilizes a telehealth service that involves PHI (protected health information), the entity or provider will need to conduct an accurate and thorough assessment of the potential risks and vulnerabilities to PHI confidentiality, integrity, and availability. Each entity or provider must assess what are reasonable and appropriate security measures for their situation.

*Note:* Providers may not require the use of telehealth as a condition of treating a member. Providers must develop and implement their own methods of informed consent to verify that a member agrees to receive services via telehealth. These methods must comply with all federal and state regulations and guidelines.

## Noncovered Services

The following are not covered as telehealth services:

- Telephone conversations
- Written electronic communications (e.g., email, texts)
- Store and forward services (defined as the asynchronous transmission of medical information to be reviewed at a later time by a provider at a distant site)
- Services that are not covered when delivered face-to-face

## Claims Submission and Reimbursement for Distant Site Providers

Claims for services provided via telehealth by distant site providers must be billed with the same procedure code as would be used for a face-to-face encounter along with HCPCS (Healthcare Common Procedure Coding System) modifier GT (via interactive audio and video telecommunication systems).

Claims must also include POS (place of service) code 02 (Telehealth: the location where health services and health-related services are provided or received through telehealth telecommunication technology). ForwardHealth reimburses the service rendered by distant site providers at the same rate as when the service is provided face-to-face.

## Ancillary Providers

Claims for services provided via telehealth by distant site ancillary providers should continue to be submitted under the supervising physician's NPI (National Provider Identifier) using the lowest appropriate level office or outpatient visit procedure code or other appropriate CPT (Current Procedural Terminology) code for the service performed. These services must be provided under the direct on-site supervision of a physician who is located at the same physical site as the ancillary provider and must be documented



in the same manner as services that are provided face to face.

## **Pediatric and Health Professional Shortage Area-Eligible Services**

Claims for services provided via telehealth by distant site providers may additionally qualify for pediatric (services for members 18 years of age and under) or HPSA (Health Professional Shortage Area)-enhanced reimbursement. Pediatric and HPSA-eligible providers are required to indicate POS code 02, along with modifier GT and the applicable pediatric or HPSA modifier, when submitting claims that qualify for [enhanced reimbursement](#).

## **Claims Submission and Reimbursement for Originating Site Facility Fee**

In addition to reimbursement to the distant site provider, ForwardHealth reimburses an originating site facility fee for the staff and equipment at the originating site requisite to provide a service via telehealth. Providers who serve as the originating site should bill the facility fee with HCPCS procedure code Q3014 (Telehealth originating site facility fee). HCPCS modifier GT should not be included with procedure code Q3014.

Providers who bill on a professional claim form should bill Q3014 with a POS code that represents where the member is located during the service. The POS must be a ForwardHealth-allowable originating site for procedure code Q3014 in order to be reimbursed for the originating site fee. The originating site fee is reimbursed based on a [maximum allowable fee](#).

Providers who bill on an institutional claim form should bill Q3014 as a separate line item with the appropriate revenue code. ForwardHealth will reimburse these providers for the facility fee based on the provider's standard reimbursement methodology.

## **Documentation Requirements**

All services provided via telehealth must be thoroughly documented in the member's medical record in the same manner as services provided face-to-face. As a reminder, documentation for originating sites must support the member's presence in order to submit a claim for the originating site facility fee. In addition, if the originating site provides and bills for services in addition to the originating site facility fee, documentation in the member's medical record should distinguish between the unique services provided.

## **Telestroke Services**

Telestroke, also known as stroke telemedicine, is a delivery mechanism of telehealth services that aims to improve access to recommended stroke treatment.

ForwardHealth allows providers to be reimbursed for telestroke services. Telestroke services typically consist of the member and emergency providers at an originating site consulting with a specialist located at a distant site.

### **Claims Submission for Telestroke Services**

Providers are required to use CPT consultation and E&M (evaluation and management) procedure codes when billing telestroke services. Telestroke services are subject to the same enrollment policy, coverage policy, and billing policy as telehealth services. All other services rendered by the provider at the originating site, and by any providers to which the member is transferred, should be billed in the same manner as visits or admissions that do not involve telehealth services.

Originating sites that have established contractual relationships for telestroke services may bill as they would for any other contracted professional services for both the professional service claim on behalf of the distant site provider and the originating site fee.

## **Additional Policy for Certain Types of Providers**

## Out-of-State Providers

ForwardHealth policy for services provided via telehealth by [out-of-state providers](#) is the same as ForwardHealth policy for services provided face-to-face by out-of-state providers. Out-of-state providers who do not have border status enrollment with Wisconsin Medicaid are required to obtain PA before providing services via telehealth to BadgerCare Plus or Medicaid members.

*Note:* Wisconsin Medicaid is prohibited from paying providers located outside of the United States and its territories, including the District of Columbia, Puerto Rico, the Virgin Islands, Guam, the Northern Mariana Islands, and American Samoa.

## Certified Mental Health and Substance Abuse Treatment Providers

Programs and services certified by the DQA in accordance with Wis. Admin. Code chs. DHS [34](#), [35](#), [36](#), [40](#), [61](#), [63](#), or [75](#) to provide mental health and substance abuse treatment programs or services are required to meet [telehealth certification requirements](#) if they plan to provide services via telehealth.

## Community Health Centers, Tribal Federally Qualified Health Centers, and Rural Health Clinics

CHCs (community health centers), tribal FQHCs (federally qualified health centers), and RHCs (rural health clinics) may serve as originating site and distant site providers for telehealth services.

### Distant Site

Tribal FQHCs and RHCs may report services provided via telehealth on the cost settlement report when the FQHC or RHC served as the distant site and the member is an established patient of the tribal FQHC or RHC at the time of the telehealth service.

CHCs may not report services provided via telehealth as an encounter. Instead, CHCs should submit claims for distant site services on a professional claim form and will be reimbursed in accordance with the maximum allowable fee schedule.

### Originating Site

The originating site facility fee is not a tribal FQHC or RHC reportable encounter on the cost report. Any reimbursement for the originating site facility fee must be reported as a deductive value on the cost report.

For CHCs, originating site services should be billed, but no reimbursement will be issued as all costs for providing originating site services have already been incorporated into the PPS (prospective payment system) rates for CHCs. Claims billed by CHCs for originating site services may be used for future rate setting purposes.

## Allowable Services

ForwardHealth only covers telehealth delivery of individual services. For those procedure codes that can be used for either individual or group services, providers may not submit claims for telehealth delivery of group services. Allowable providers may be reimbursed, as appropriate, for the following services (and applicable procedure codes) provided through telehealth.

*Note:* The use of E&M codes is subject to [E&M documentation guidelines](#).

Type of Service	Procedure Codes
Adult Mental Health Day Treatment Services	H2012 (for individual services only)
Audiology Services	92550, 92585, 92586, 92587, 92588
Child/Adolescent Day Treatment Services (HealthCheck "Other Services")	H2012 (for individual services only)

Community Support Program Services	H0039 (for individual services only)
Comprehensive Community Services	H2017 (for individual services only)
Crisis Intervention Services	S9484
End-Stage Renal Disease-Related Services	90951-90952, 90954-90958, 90960-90961, 90967-90970
Health and Behavior Assessment/Intervention	96150-96152, 96154-96155
Initial Inpatient Consultations	99251-99255
Office or Other Outpatient Services	99201-99205, 99211-99215*
Office or Other Outpatient Consultations	99241-99245*
Outpatient Mental Health Services (Evaluation, Psychotherapy)	90785, 90791-90792, 90832-90834, 90836-90840, 90845-90847, 90849, 90875, 90876, 90887
Outpatient Substance Abuse Services	H0022, H0047, T1006
Substance Abuse Day Treatment	H2012 (for individual services only)

\* Telehealth services that are medical in nature and would otherwise be coded as an office visit or consultation evaluation and management visit are covered for members residing in a skilled nursing facility that meets all originating site requirements. Nursing Facility Service Assessments are not covered as telehealth services (e.g. 99304-99318). Domiciliary, Rest Home, or Custodial Care Services and Oversight Services (codes 99324-99340) are not allowable as telehealth services.

## Medically Necessary Noncovered Services

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Topic #3212

## Medically Necessary Noncovered Services

### General Information

Some medically necessary services are not covered by for members residing in a nursing home. However, it is possible to have the costs for these services identified on the nursing home claim and have the costs deducted from the patient liability amount. The patient liability amount is the amount of member income that is available to apply toward the cost of care.

Federal regulations state that only medically necessary noncovered services may be charged against the patient liability without the member's consent. These regulations also allow DMS (Division of Medicaid Services) to establish reasonable limits on the necessary noncovered medical services which can be charged against patient liability.

The member's personal needs allowance is also available to pay for medically necessary noncovered items and services. However, these personal funds of the member may not be used without the member's prior written consent.

### Medically Necessary Noncovered Items and Services

The following noncovered items and services have been determined to be medically necessary and are the only noncovered services that may be charges against the resident liability. These items and services may not be charged against the personal needs allowance.

- Noncovered services or items from the following specific sections of Wis. Admin. Code ch. [DHS 107](#).

DHS citation	Service Area	Noncovered Services
Wis. Admin. Code § <a href="#">DHS 107.20(4)</a>	Vision	Anti-glare coating
Wis. Admin. Code § <a href="#">DHS 107.07(4)</a>	Dental	<ul style="list-style-type: none"> <li>• Fluoride mouth rinse</li> <li>• Panoramic radiographs which include bitewings</li> <li>• Professional visits, other than for the annual examination of a nursing home resident</li> <li>• Dispensing of drugs</li> <li>• Surgical removal or erupted teeth, except as otherwise stated in sub(3)</li> <li>• Alveoplasty and stomatoplasty</li> <li>• Bitewing x-rays, except as otherwise stated in sub(3)</li> </ul>

Wis. Admin. Code § <a href="#">DHS 107.24(5)</a>	DME (durable medical equipment)	Foot orthoses or orthopedic or corrective shoes for the conditions listed in Wis. Admin. Code § <a href="#">DHS 107.24(5)(a)</a>
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- Eyeglass frames or lenses beyond the original pair and one unchanged prescription replacement pair from the same provider in a 12-month period, for which ForwardHealth has denied a PA (prior authorization) request.

## Codes for Medically Necessary Noncovered Services

Noncovered, medically necessary, physician-prescribed services and items must be included on the UB-04 claim form. The only valid codes are as follows.

Noncovered service	Revenue code	Revenue code description
Vision	0962	Professional fees — Ophthalmology
Dental	0969	Professional fees — Other
Other	0999	Patient Convenience Items — Other

The patient liability must be used to pay for these items or services. If there is patient liability, it must first be exhausted before the personal needs allowance and family or personal funds may be considered to pay for these items.

## Noncovered Services

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Topic #68

### Definition of Noncovered Services

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

Topic #104

### Member Payment for Noncovered Services

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

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

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

### Missed Appointments

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

#### Avoiding Missed Appointments

ForwardHealth offers the following suggestions to help avoid missed appointments:

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

### Translation Services

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

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

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

## Nonmedically Necessary Noncovered Services

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Topic #3211

## Nonmedically Necessary Noncovered Services

### Personal Needs Allowance

The member may be financially responsible for certain noncovered items and nonmedically necessary services. A portion of a resident's funds, as prescribed in 42 C.F.R. § 483.10, is available for a living allowance or personal needs allowance. The member may choose to apply this allowance to obtain certain noncovered services and items, such as personal comfort items, that are not included in the nursing home's daily rate.

A member's personal funds cannot be used without the prior written consent of the member. The personal needs allowance is set by Wis. Stat. § [49.45\(7\)\(a\)](#) and is currently \$45.00 per month.

### Private Rooms

Private rooms are not a covered service in a nursing home's daily rate, except for medically necessary isolation precautions. However, if a member, or a member's legal representative, chooses to have a private room with the full knowledge and acceptance of the financial liability, the member may reimburse the nursing home for a private room when all of the following conditions are met:

- The member or legal representative is informed of the personal financial liability for having a private room.
- Pursuant to Wis. Admin. Code § [DHS 132.31\(1\)\(d\)](#), the member or a legal representative documents the private room choice in writing.
- The member or a legal representative is personally liable for no more than the difference between the nursing home's private-pay rate for a semi-private room and the private-pay, private room rate.
- If at any time this differential rate changes, the member or a legal representative must be notified by the nursing home administrator within 15 days and a new consent agreement must be reached.

When isolation precautions are medically necessary and a private room is prior authorized, the provider may receive [additional reimbursement](#) from Wisconsin Medicaid for the private room. The member or legal representative may not, in this case, be held responsible for the additional cost of a private room since it is a covered service.

*Note:* In instances where the facility does not have any semi-private rooms, additional reimbursement will not be paid.



# Managed Care

4

Archive Date:09/03/2019

## Managed Care:Claims

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Topic #385

### Appeals to ForwardHealth

The provider has 60 calendar days to file an appeal with BadgerCare Plus or Wisconsin Medicaid after the HMO or SSI 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(s) of service in question.

Once all pertinent information is received, ForwardHealth has 45 calendar days to make a final decision. The provider and the BadgerCare Plus HMO or SSI HMO will be notified by ForwardHealth in writing of the final decision. If the decision is in the provider's favor, 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 are required to abide by the decision.

Providers are required to submit an appeal with legible copies of all of the following documentation, regardless of whether the [Managed Care Program Provider Appeal \(F-12022 \(07/17\)\)](#) form or their own appeal letter is used:

- A copy of the original claim submitted to the HMO (If applicable, include a copy of all corrected claims submitted to the HMO.)
- A copy of all of the HMO's payment denial remittance(s) showing the date(s) of denial and reason code with a description of the exact reason(s) for the claim denial
- A copy of the provider's written appeal to the HMO
- A copy of the HMO response to the appeal
- A copy of the medical record for appeals regarding coding issues, medical necessity, or emergency determination (Providers should only send relevant medical documentation that supports the appeal. Large documents should be submitted on a CD.)
- A copy of any contract language that supports your appeal (If contract language is submitted, indicate the exact language that supports overturning the payment denial.)
- Any other documentation that supports the appeal (e.g., other health insurance (for example, commercial health insurance, Medicare, Medicare Advantage Plans) Explanation of Benefits/Explanation of Payment to support Wisconsin Medicaid as the payer of last resort)

Appeals may be faxed to ForwardHealth at 608-224-6318 or mailed to the following address:

BadgerCare Plus and Medicaid SSI  
 Managed Care Unit — Provider Appeal  
 PO Box 6470  
 Madison WI 53716-0470

A decision to uphold the HMO's original payment denial or to overturn the denial will be made based on the documentation submitted for review. Failure to submit the required documentation or submitting incomplete/insufficient documentation may lead to an upholding of the original denial. The decision to overturn an HMO's denial must be clearly supported by the documentation.

Providers should notify ForwardHealth if the HMO subsequently overturns their original denial and reprocesses and pays the claim for which they have submitted an appeal. Notifications should be faxed to ForwardHealth at 608-224-6318. This documentation will be added to the original appeal documentation to complete the record.

Contact ForwardHealth Provider Services (Managed Care Unit) at 800-760-0001, option 1, to check on the status of an appeal submitted to the department.

Topic #384

## Appeals to HMOs and SSI HMOs

BadgerCare Plus and Medicaid SSI (Supplemental Security Income) managed care contracted and non-contracted providers are required to first file an appeal directly with the BadgerCare Plus HMO or Medicaid SSI HMO after the initial payment denial or reduction. Providers should refer to their signed contract with the HMO or the HMO's website for specific filing timelines and responsibilities (e.g., PA, claim filing timelines, and coordination of benefits requirements) pertaining to filing a claim reconsideration and/or filing a formal appeal. The provider's signed contract with the HMO may dictate the final decision. Filing a claim reconsideration is not the same as filing a formal appeal.

Appeal documents must reach the HMO within the time frame established by the HMO. Special care should be taken to ensure the documents reach the HMO timely by allowing enough time for USPS mail handling or by using a verifiable delivery method (e.g., fax, certified mail or secure email).

The HMO or SSI HMO has 45 calendar days to respond in writing to an appeal. The HMO or SSI HMO decides whether or not to pay the claim and sends a letter stating this 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 from the end of the 45 calendar day timeline or the date of the HMO response.

Topic #386

## Claims Submission

BadgerCare Plus HMOs and Medicaid SSI 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 or Medicaid SSI 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 they were admitted to an inpatient hospital, but then they 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 Item Number 18 of the paper 1500 Health Insurance Claim Form ((02/12)).

- 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
- A copy of the [Explanation of Medical Benefits form](#), as applicable

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 or Medicaid SSI 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 or Medicaid SSI HMO denies a provider's claim, the HMO or SSI HMO is required to send the provider a notice informing them 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

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Topic #390

### Covered Services

#### HMOs

HMOs 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 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 or Medicaid SSI HMOs but are provided to enrollees on a fee-for-service basis provided the service is covered for the member and is medically necessary:

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

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

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

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

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

Topic #3210

# Nursing Home Stays for Medicaid SSI and BadgerCare Plus HMO Enrollees

Medicaid SSI (Supplemental Security Income) and BadgerCare Plus HMOs are HMOs contracted by the state to provide services to needy families with dependent children.

A Medicaid SSI HMO is a voluntary managed care program for Medicaid members who have physical, developmental, or emotional disabilities. To be eligible for the program, members must meet SSI disability criteria and be 19 years old or older.

## Short-term Nursing Home Stays

Medicaid SSI and BadgerCare Plus HMOs cover short-term, physician-ordered nursing home stays with prior written approval from the enrollee's HMO. Short-term stays are usually for rehabilitative purposes. Nursing home providers should contact the member's managed care program prior to admitting the member.

## Long-term Nursing Home Stays

Medicaid SSI and BadgerCare Plus HMOs do not cover long-term nursing home stays. Nursing home providers should contact the enrollee's Medicaid SSI or BadgerCare Plus HMO prior to admitting the enrollee for a long-term stay or if the predicted length of stay is unknown.

If a long-term nursing home stay is required, the member is no longer eligible for enrollment in a Medicaid SSI or BadgerCare Plus HMO. The nursing home should notify the enrollee's certifying agency promptly. Once the enrollee is disenrolled from the managed care program, providers may submit claims for the member to ForwardHealth as fee-for-service claims.

## Enrollment

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Topic #392

## Disenrollment and Exemptions

In some situations, a member may be exempt from enrolling in a BadgerCare Plus HMO or Medicaid SSI 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 BadgerCare Plus HMO or SSI HMOs. For example, in certain circumstances, members seeing a specialist when they are enrolled in an HMO **may** qualify for an exemption if their specialty provider is not in the HMO networks.

The [contracts](#) between the Wisconsin DHS (Department of Health Services) and the HMOs 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 or Medicaid SSI 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 Wisconsin 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 BadgerCare Plus are eligible for enrollment in a BadgerCare Plus HMO.

An individual who receives Tuberculosis-Related Medicaid, SeniorCare, or Wisconsin Well Woman Medicaid cannot be enrolled in a BadgerCare Plus HMO.

Information about a member's HMO enrollment status and other health insurance (for example, commercial health insurance, Medicare, Medicare Advantage Plans) 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 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.

Topic #394

## Enrollment Periods

### BadgerCare Plus HMOs

Eligible enrollees are sent enrollment packets that explain the BadgerCare Plus HMOs and the enrollment process and provide contact information. Once enrolled in a BadgerCare Plus HMO, members 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, they will be disenrolled from the HMO.

### SSI HMOs

Eligible enrollees are sent enrollment packets that explain the Medicaid SSI HMO enrollment process and provide contact information. Once enrolled in an SSI HMO, members may change their HMO assignment within the first 90 days of enrollment in an HMO (whether they chose the HMO or were auto-assigned).

Topic #395

## Enrollment Specialist

The [Enrollment Specialist](#) provides objective enrollment, education, outreach, and advocacy services to BadgerCare Plus HMO and Medicaid SSI 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 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 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 or Medicaid SSI 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 and Medicaid SSI 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

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Topic #401

### BadgerCare Plus HMO Program

An HMO 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 #16177

### Care4Kids Program Overview

Care4Kids is a health care program for children and youth in out-of-home care in Wisconsin. The Care4Kids program will offer comprehensive, coordinated services that are intended to improve the quality and timeliness of and access to health services for these children.

The Care4Kids program will serve children in out-of-home care placements (other than residential care centers) in Kenosha, Milwaukee, Ozaukee, Racine, Washington, and Waukesha counties. Member participation will be voluntary and enrollment will be allowed to continue for up to 12 months after the child leaves the out-of-home care system, as long as the child remains Medicaid-eligible and resides within one of the six counties.

Care4Kids is required to provide at least the same benefits as those provided under fee-for-service arrangements.

### Program Administration

Children's Hospital of Wisconsin is currently the only integrated health system certified by ForwardHealth to administer the Care4Kids program. Children's Hospital of Wisconsin will be responsible for providing or arranging for the provision of all services covered under Medicaid, with a small number of exceptions. The services not included in the Care4Kids program will be reimbursed as fee-for-service benefits. Children's Hospital of Wisconsin's integrated network of health care providers, which includes specialty and primary care physicians and clinics within the Children's Hospital System as well as providers who are participating in CCHP (Children's Community Health Plan), is intended to provide coordinated care and services to meet the individualized needs of each of the children enrolled across multiple disciplines, including physical, behavioral health, and dental care.

Care4Kids will be responsible for providing or arranging for the provision of all medically necessary [services covered](#) by Wisconsin Medicaid to enrollees. Providers are required to be part of the CCHP network to get reimbursed by Care4Kids. Providers interested in being a part of the network should contact CCHP. Out-of-network providers are required to call Care4Kids prior to providing services to a Care4Kids enrollee. In situations where emergency medical services are needed, out-of-network providers are required to contact Care4Kids within 24 hours of providing services.

## Member Enrollment Verification

Providers should [verify a member's enrollment](#) before providing services to determine if the member is enrolled in Care4Kids. Members enrolled in Care4Kids will present a ForwardHealth member identification card.

Providers verifying enrollment on the ForwardHealth Portal will see Care4Kids under the MC Program heading in the Managed Care Enrollment panel.

For 271 response transactions, Care4Kids enrollment will be identified in the EB segment of the 2110C loop. Identified by "MC" in the EB01, "HM" in the EB04, and "Care4Kids" in the EB05. The MC provider contact information will be reported in the NM1 (name info), N3 (address info), and PER (telephone numbers) segments within the 2120C loop.

The WiCall AVR (automated voice response) system will identify Care4Kids as the state-contracted managed care program in which the member is enrolled.

## Contact Information

Providers can contact CCHP at 800-482-8010 for the following:

- To become part of the CCHP network
- For coverage policy and procedure information, including PA (prior authorization) and claim submission guidelines, if they are already a Care4Kids network provider

Topic #405

## Managed Care

Managed Care refers to the BadgerCare Plus HMO program, the Medicaid SSI HMO program, and the following MLTC (managed long-term care) programs available: Family Care, Family Care Partnership, and PACE (Program of All-Inclusive Care for the Elderly).

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 Wisconsin DHS (Department of Health Services) and the BadgerCare Plus HMO or Medicaid SSI HMO takes precedence over other ForwardHealth provider publications. Information contained in ForwardHealth publications is used by 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 #403

# Managed Long-Term Care Programs

Wisconsin Medicaid has several MLTC (managed long-term 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, PACE (Program of All-Inclusive Care for the Elderly), and the Family Care Partnership Program. Additional information about these MLTC programs may be obtained from the Managed Care Organization area of the ForwardHealth Portal.

Topic #404

## SSI HMO Program

Medicaid SSI HMOs provide the same benefits as Medicaid fee-for-service (e.g., medical, dental [in certain counties only], mental health/substance abuse, and vision) at no cost to their members through a care management model. Medicaid SSI members and SSI-related Medicaid members 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

Certain eligible SSI members and SSI-related Medicaid adult members are required to enroll in an SSI HMO. The following groups are excluded from the requirement to enroll in an SSI HMO:

- Members under 19 years of age
- Members of a federally recognized tribe
- Dual eligible members
- MAPP (Medicaid Purchase Plan) eligible members
- Members enrolled in a LTC (long-term care) MCO (managed care organization) or waiver program

## 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 90 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 ForwardHealth. The PA must be honored for 90 days or until the month following the HMO's completion of the assessment and care plan, whichever comes later.

To assure payment, non-contracted providers should contact the SSI HMO to confirm claim submission and reimbursement processes. If an SSI HMO is not honoring a PA that is currently approved by ForwardHealth, the provider should first contact the HMO. If the provider is not able to resolve their issue with the HMO, the provider should contact ForwardHealth Provider Services.

For new authorizations during the member's first 90 days of enrollment, the provider is required to follow the SSI HMO's PA process. SSI HMOs may use PA guidelines that differ from fee-for-service guidelines; however, these guidelines may not result in less coverage than fee-for-service.

## Care Management

SSI HMO health plans employ a care management model to ensure high-quality care to members. The care management model provides each enrollee with the following:

- An initial health assessment
- A comprehensive care plan
- Assistance in choosing providers and identifying a primary care provider
- Assistance in accessing social and community services
- Information about health education programs, treatment options, and follow-up procedures
- Advocates on staff to assist members in choosing providers and accessing needed care

ForwardHealth requires all SSI HMO health plans to have dedicated care managers to assist providers in meeting the medical care needs of members. SSI HMOs, through their care management teams, will serve as single points of contact for providers who need assistance addressing the health care needs of members, especially those who have multiple points of contact within the health care system.

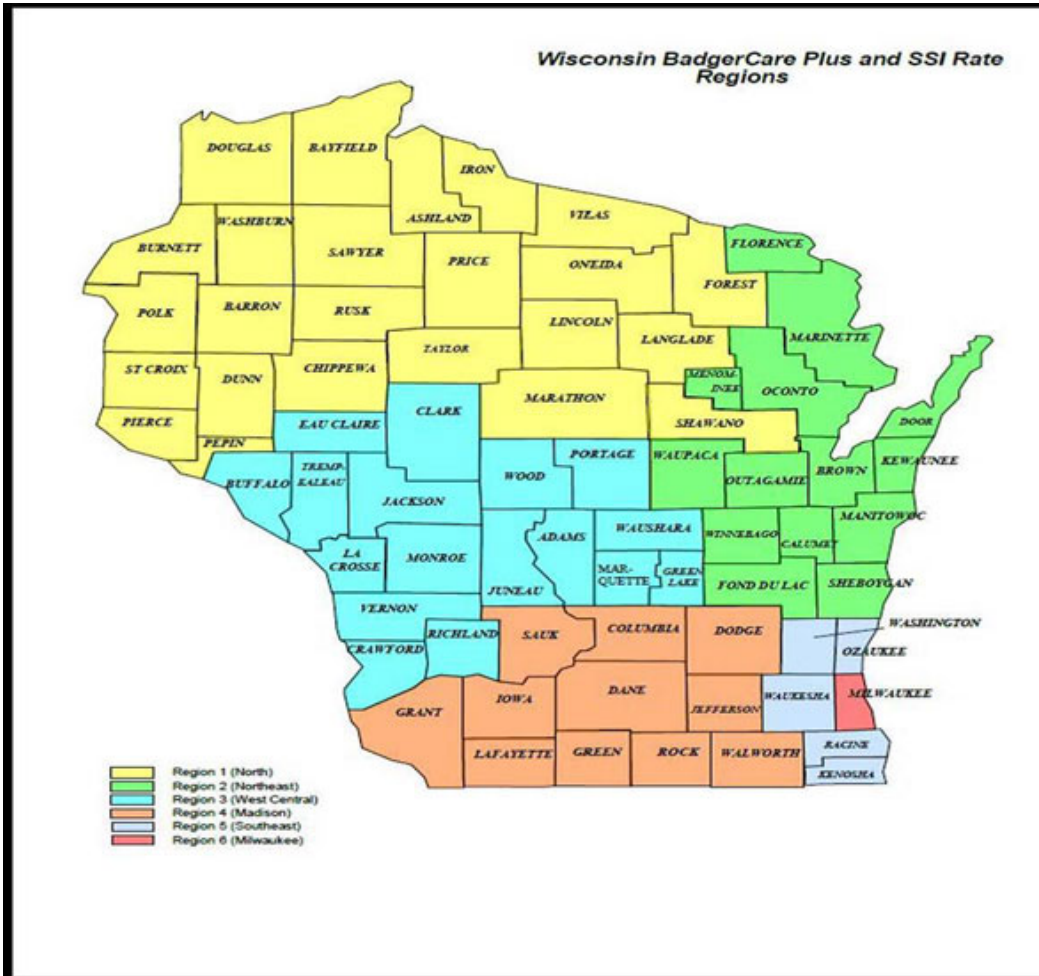
The SSI HMO care management teams will be responsible, when it is deemed appropriate, for notifying primary care providers of members' emergency room visits, hospital discharges, and other major medical events, as well as sharing patient-specific care management plans with appropriate providers to reduce hospital admissions and readmission, to reduce appointment no-shows, and to improve compliance with health care recommendations such as medication regimens.

Topic #20697

## SSI Rate Regions

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

[SSI Rate Regions](#)



## Prior Authorization

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Topic #400

### Prior Authorization Procedures

BadgerCare Plus HMOs and Medicaid SSI 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

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Topic #406

### Copayments

Providers cannot charge Medicaid SSI HMO enrollees copayments for covered services except in cases where the Medicaid SSI HMO does not cover services such as dental, chiropractic, and pharmacy. However, even in these cases, providers are prohibited from collecting copayment from members who are exempt from the copayment requirement.

When services are provided through fee-for-service or to members enrolled in a BadgerCare Plus HMO, copayments will apply, except when the member or the service is [exempt from the copayment requirement](#).

Topic #407

### Emergencies

Non-network providers may provide services to BadgerCare Plus HMO and Medicaid SSI HMO enrollees in an emergency without authorization or in urgent situations when authorized by the HMO or SSI HMO. The [contract](#) between the Wisconsin 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 C.F.R. § 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 or Medicaid SSI 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 Wisconsin 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 and Medicaid SSI 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 or Medicaid SSI 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 but must provide access to Medicaid-covered, medically-necessary services under the scope of their contract for enrolled members. Each HMO may have policies and procedures specific to their provider credentialing and contracting process that providers are required to meet prior to becoming an in-network provider for that HMO.

Topic #411

## Referrals

Non-network providers may at times provide services to BadgerCare Plus HMO and Medicaid SSI 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 or Medicaid SSI HMO benefit package does not include a covered service, such as chiropractic or dental services, any Medicaid-enrolled provider may provide the service to the enrollee and submit claims to fee-for-service.

# Member Information

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Archive Date:09/03/2019

## Member Information: Enrollment Categories

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Topic #225

### BadgerCare Plus

#### Populations Eligible for BadgerCare Plus

The following populations are eligible for BadgerCare Plus:

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

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

#### Premiums

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

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

Topic #16677

### BadgerCare Plus Benefit Plan Changes

Effective April 1, 2014, all members eligible for BadgerCare Plus were enrolled in the BadgerCare Plus Standard Plan. As a result of this change, the following benefit plans were discontinued:

- BadgerCare Plus Benchmark Plan
- BadgerCare Plus Core Plan
- BadgerCare Plus Basic Plan

Members who are enrolled in the Benchmark Plan or the Core Plan who met new income limits for BadgerCare Plus eligibility were automatically transitioned into the BadgerCare Plus Standard Plan on April 1, 2014. In addition, the last day of BadgerRx Gold program coverage for all existing members was March 31, 2014.

Providers should refer to the [March 2014 Online Handbook archive](#) of the appropriate service area for policy information pertaining to these discontinued benefit plans.

Topic #4757

## ForwardHealth and ForwardHealth interChange

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

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

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

Topic #229

## Limited Benefit Categories Overview

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

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

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

Members enrolled in the BadgerCare Plus Prenatal Program, Family Planning Only Services, EE for Children, EE for Pregnant Women, or Tuberculosis-Related Medicaid 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 Tuberculosis-Related Medicaid.

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

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

Topic #228

## Medicaid

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

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

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

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 they are 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:

- Income maintenance or tribal agencies
- Medicaid outstation sites
- SSA (Social Security Administration) offices

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

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

Topic #232

## Qualified Disabled Working Individual Members

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

QDWI members are certified by their [income maintenance 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 Beneficiary)

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 [income maintenance 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 [income maintenance or tribal agency](#). To qualify, QI-1 members are required to meet the following qualifications:

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

Topic #18777

## Real-Time Eligibility Determinations

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


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

## Eligibility Verification

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

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

# Sample Temporary Identification Card for Badger Care Plus

<p><b>To the Provider</b></p> <p>The individual listed on this card has been enrolled in BadgerCare Plus. This card entitles the listed individual to receive health care services, including pharmacy services, through BadgerCare Plus from any Medicaid-enrolled provider. For additional information, call Provider Services at 800-947-9627 or refer to the ForwardHealth Online Handbook at <a href="http://www.forwardhealth.wi.gov">www.forwardhealth.wi.gov</a>.</p> <p><b>NOTE:</b></p> <p>It is important to provide services when this card is presented. Providers who render services based on the enrollment dates on this card will receive payment for those services, as long as other reimbursement requirements are met. All policies regarding covered services apply for this individual, including the prohibition against billing members. If "Pending Assignment" is indicated after the name on this card, the member identification (ID) number will be assigned within one business day; the card is still valid. Refer to the ForwardHealth Online Handbook for further information regarding this temporary ID card. Providers are encouraged to keep a photocopy of this card.</p>	<div style="text-align: center;"> <p>WISCONSIN DEPARTMENT OF HEALTH SERVICES</p> <p><b>TEMPORARY IDENTIFICATION CARD FOR BADGERCARE PLUS</b></p> </div> <div style="text-align: right;">  </div> <table style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="text-align: left;">Name:</th> <th style="text-align: left;">Program</th> <th style="text-align: left;">ID Number</th> </tr> </thead> <tbody> <tr> <td>IM A MEMBER</td> <td>BadgerCare Plus</td> <td>0987654321</td> </tr> </tbody> </table> <p>DOB: 09/01/1984</p> <p>This card is valid from <b>October 01, 2016 to November 30, 2016.</b></p> <p>This individual's eligibility should be available through the ForwardHealth Portal. Eligibility should always be verified through the ForwardHealth Portal prior to services being provided.</p>	Name:	Program	ID Number	IM A MEMBER	BadgerCare Plus	0987654321
Name:	Program	ID Number					
IM A MEMBER	BadgerCare Plus	0987654321					



## Sample Temporary Identification Card for Family Planning Only Services

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

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 [income maintenance 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 Medicaid

[Tuberculosis-Related Medicaid](#) is a limited benefit category that allows individuals with TB (tuberculosis) infection or disease to receive covered TB-related outpatient services.

## Enrollment For Nursing Home Services

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Topic #3204

### Automated Algorithm System

ForwardHealth determines eligibility for nursing home care for members without developmental disabilities using the automated algorithm system. The automated algorithm is based on each member's full MDS (minimum data set) assessment. Providers initiate the determination of eligibility for nursing home care by submitting the [Nursing Home Care Determination Request \(F-01020 \(02/17\)\)](#).

Outcomes of the automated algorithm system are as follows:

- **Eligible for Nursing Home Care** — The member is found to be eligible for Medicaid reimbursement of nursing home care.
- **Professional Review Required** — The member was found to be "not eligible" for Medicaid reimbursement of nursing home care, but will have their case automatically reviewed to verify the determination. Before making the final determination, a Medicaid nurse consultant will ask the nursing home to provide documentation of any extenuating circumstances. A member found to be not eligible for reimbursement after professional review will have the right to appeal the decision. The member will be sent notification of the decision and of their right to appeal. A copy of the notification will be sent to the provider.
- **Complete Minimum Data Set Not Available for the Member** — If a nursing home care eligibility determination cannot be made because an MDS is not required for the member (e.g., short stay) or if the MDS contains incomplete data, the determination will be made by a Medicaid nurse consultant based upon supporting documentation provided by the nursing home. A Medicaid identification number must be on the MDS for the automated algorithm to make the determination of eligibility for a member.

A member who is found eligible for nursing home care is assigned an ICF2 (Intermediate Care Facility Level 2) nursing home level of care. The corresponding revenue accommodation billing code is 0192. Nursing homes may [obtain current level of care information and revenue accommodation billing codes](#) for members via the secure Provider area of the ForwardHealth Portal.

Topic #13517

### End Dating a Nursing Home Level of Care with a Discharge Date

Nursing homes are required to submit the [Nursing Home Care Determination Request \(F-01020 \(02/17\)\)](#) form with the following information to end date a nursing home LOC (level of care) when a member is officially discharged from the nursing home with no anticipated return:

- Check "Added or Revised Discharge Date"
- Include the date of discharge from the nursing home

The end dating of a nursing home LOC on a member's enrollment file allows the member to access services, such as transportation services by the transportation manager, after they have been discharged to a community setting and allows other providers, such as pharmacies, to be reimbursed for services provided to the member.

Topic #19997

# Establishing a Developmentally Disabled Level of Care for Medicaid Fee-for-Service Members in Skilled Nursing Facilities

## Process for Establishing a Developmentally Disabled Level of Care Assignment for Skilled Nursing Facility Residents

SNFs (skilled nursing facilities) are required to submit the following to ForwardHealth:

- A [Nursing Home Care Determination Request \(F-01020 \(02/2017\)\)](#) form
- A copy of the residents' PASRR (Preadmission Screen and Resident Review) DD (developmental disability) Level II Screen Facesheet that indicates the member needs specialized services and the date of that determination

ForwardHealth will set a DD LOC (level of care) with an effective date that either corresponds with the PASRR DD Level II determination date or the requested start date on the LOC request if that date is past the determination date.

Residents who reside in a SNF and have been determined to need specialized services for an intellectual/developmental disability will be assigned a DD LOC.

SNF providers are required to use revenue code 0190 and condition code A5 on institutional claims for residents with a DD LOC assignment for DOS on and after January 1, 2017. Claims are reimbursed at the DD in-house rate.

## Developmentally Disabled Level of Care Resident Review Requirement

SNF residents with a DD LOC need to have a PASRR resident review every two years in order to remain eligible for the enhanced DD reimbursement. For example, if the member's specialized services determination date is December 31, 2015, a PASRR resident review must be conducted to determine if the member still requires specialized services no later than December 31, 2017.

If a PASRR resident review states the member no longer requires specialized services for their developmental disability, the DD LOC will be end dated with the date of the determination. SNFs will need to adjust that month's claim if the DD LOC was end dated retroactively mid-month and the SNF submitted a claim with revenue code 0190 and condition code A5 for the entire month. The SNF will need to submit a Nursing Home Care Determination Request form to ForwardHealth to establish a non-DD LOC for DOS past the DD LOC enddate.

If a resident review is not completed, the DD LOC will be end dated. The SNF will need to submit a Nursing Home Care Determination Request form to ForwardHealth to establish a non-DD LOC for DOS past the DD LOC enddate.

## Developmentally Disabled Level of Care Assignment No Longer Required for Residents in an Intermediate Care Facility for Individuals with Intellectual Disabilities, State and Non-State Facilities

Institutional claims for residents who reside in ICF-IIDs (Intermediate Care Facilities for Individuals with Intellectual Disabilities), either state or non-state facilities, do not require a LOC assignment. Providers should submit claims using revenue code 0190 and condition code A5. Claims are reimbursed at the DD in-house rate.

Topic #18037

# Institutionalized Childless Adults Eligible for Long Term Nursing Home Care

Institutionalized childless adults (adults ages 19-64 without dependent children living in the household) who are eligible for BadgerCare Plus under MAGI (Modified Adjusted Gross Income) eligibility rules may be eligible to receive coverage for long term nursing home care. A BadgerCare Plus member may be eligible for LTC (long term care) services without applying or being eligible for Elderly, Blind, or Disabled Medicaid.

In order for a nursing home to be properly reimbursed for LTC services, the childless adult is required to be disenrolled from their HMO after a nursing home stay of 30 or more consecutive days. To be disenrolled, the childless adult's HMO notifies the enrollment specialist, who may exempt the childless adult from HMO coverage.

Once the childless adult is disenrolled from the HMO, the nursing home provider should submit claims for the childless adult to ForwardHealth as fee-for-service claims. To continue receiving reimbursement from BadgerCare Plus for LTC services, the member is required to meet all BadgerCare Plus eligibility criteria.

*Note:* The HMO is responsible for coverage of LTC services for all DOS (dates of service) in which the childless adult was enrolled in the HMO.

## Coverage Policy for Childless Adults Eligible for Long Term Care Coverage

While they are eligible for LTC services under BadgerCare Plus, childless adults are:

- Not subject to nursing home patient liability; however, they may be subject to regular copayments for services if they have budgetable income.
- Exempt from HMO enrollment, unless they are enrolled in a Family Care MCO (managed care organization). In this case, they can continue to be enrolled in the Family Care MCO.
- Subject to a functional screen.
- Not subject to estate recovery, unless they are 55 years of age or older.
- Not subject to having a lien put on their homes.
- Not subject to an asset limit; however, individuals are subject to all divestment and related policies in order to qualify for receipt of LTC services. Institutionalized childless adults who divest are not eligible for LTC services during the divestment penalty period, though they remain eligible for BadgerCare Plus card services.

These special conditions only apply to institutionalized members while they remain eligible for BadgerCare Plus as a childless adult. For example, once a member begins receiving Medicare, they are no longer eligible for BadgerCare Plus as a childless adult. Additionally, once a member becomes eligible for LTC under Medicaid rules, they are subject to regular estate recovery rules and may have to pay the monthly nursing home patient liability.

## Upon Discharge from a Nursing Home

A member's exemption from an HMO will automatically be reviewed every six months. Upon discharge from a nursing home, as the exemption no longer applies, the member will be re-enrolled in a HMO, as appropriate.

Topic #13497

## Nursing Home Care Determination

The [Nursing Home Care Determination Request \(F-01020 \(02/17\)\)](#) form should only be submitted for members enrolled in

BadgerCare Plus and Wisconsin Medicaid to establish a nursing home LOC (level of care) determination.

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.

Nursing homes are required to submit the Nursing Home Care Determination Request form to establish a LOC for the following nursing home residents:

- A nursing home resident is a BadgerCare Plus or Medicaid fee-for-service member.
- A nursing home resident becomes a BadgerCare Plus or Medicaid fee-for-service member.

To establish a nursing home LOC for these residents, the nursing home should select "New or Initial Request" on the Nursing Home Care Determination Request form.

A Nursing Home Care Determination Request form should not be submitted to ForwardHealth until the member's MDS (minimum data set) Admission Assessment has been submitted to the CMS (Centers for Medicare and Medicaid Services) MDS system. Nursing home providers should check with their facilities' MDS coordinator on the status of the members MDS Admission Assessment submission prior to submitting the Nursing Home Determination Request form to ForwardHealth. The MDS determines if the member qualifies for the nursing home benefit.

## Process for Establishing a Nursing Home Level of Care

In order for ForwardHealth to establish a nursing home LOC for a Medicaid fee-for-service member, ForwardHealth needs a qualifying MDS and a Nursing Home Care Determination Request form. The following is the process for establishing a nursing home LOC:

- The nursing home submits a Nursing Home Care Determination Request form to ForwardHealth. If the member is a "new admission", do not submit the form until the member's MDS Admission assessment has been submitted to the CMS MDS system. Do not attach a copy of the MDS to the form.
- CMS submits MDS Assessments to ForwardHealth within 24-48 hours of their submission to the CMS MDS system.
- Upon receipt of the MDS, ForwardHealth executes logic to determine if the member qualifies for the nursing home benefit.
- ForwardHealth cycles "pending" requests daily. If there is a qualifying MDS assessment, a nursing home LOC is systematically added to the member's enrollment file on the following Friday night.
- A "pending" Nursing Home Care Determination Request form remains active for sixty days. If the Nursing Home Care Determination Request form has not been matched with a qualifying MDS within sixty days, it is "inactivated" and a new Nursing Home Care Determination Request form must be submitted.

If a LOC has not been added to the member's enrollment file after three weeks of the submission of the Nursing Home Care Determination Request form, the nursing home may contact Provider Services. Nursing home staff should coordinate with their facilities' MDS coordinator on the status of the member's MDS admission assessment submission to CMS before contacting Provider Services.

If the effective date of a nursing home LOC for a member needs to be changed, submit a Nursing Home Care Determination Request form and select "Revised Start Date."

## Nursing Home Level of Care Requests

An open LOC will be systematically closed if an MDS assessment supporting the need for skilled nursing care is not received by ForwardHealth via CMS within 120 days of the previous ARD (Assessment Reference Date).

Nursing home providers should submit the MDS assessment to CMS with the correct member information and NPI. The member information and NPI must match the corresponding information listed on the Nursing Home Care Determination Request.

ForwardHealth will send members a written notification when an LOC determination request is denied and the nursing home will receive a copy of that notification. Nursing home providers do not have the right to appeal an LOC determination; however, they are encouraged to assist members by submitting timely MDS assessments to CMS and other supporting medical documentation to ForwardHealth, as appropriate, to facilitate correct LOC determinations. Member appeal rights will be detailed on the notification.

Nursing home providers can track the status of their LOC requests by accessing a weekly [nursing home LOC report](#) via the secure Provider area of the ForwardHealth Portal.

## When Not to Submit Nursing Home Care Determination Request Form

Nursing homes should not submit the Nursing Home Care Determination Request form when the member is enrolled in any of the following plans or programs:

- FamilyCare
- FamilyCare Partnership
- Family Planning Only
- BadgerCare Plus or Medicaid hospice benefit
- QDWI (Qualified Disabled Working Individuals).
- QI-1 (Qualifying Individuals 1)
- QMB (Qualified Medicare Beneficiary Only)
- PACE Partnership
- Specified Low-Income Medicare Beneficiary (SLMB)
- SeniorCare
- Tuberculosis-Related Medicaid

Nursing home services are not covered for members enrolled in the plans or programs listed above or nursing home services are reimbursed by the managed care organization if the member is enrolled in FamilyCare, FamilyCare Partnership or PACE Partnership.

Topic #13538

## Residents Electing or Revoking Hospice Services

When a resident of a nursing home elects to receive hospice services and remains in the nursing home, the hospice must contract with that nursing home to provide the member's nursing home room and board. The hospice assumes responsibility for the management of the individual's care.

An "active" nursing home LOC (level of care) will be end dated systematically when the hospice benefit is added on the member's enrollment file. The enddate of the nursing home LOC will be one day prior to the effective date of the member's enrollment in the Hospice Benefit.

If a member continues to reside in the nursing home after revoking their hospice benefit enrollment, the nursing home must submit a [Nursing Home Care Determination Request \(F-01020 \(02/17\)\)](#) form to establish a new nursing home LOC. A new nursing home LOC will be inserted into the member's eligibility file if both of the following are true:

- The member's current MDS (minimum data set) indicates the member qualifies for the nursing home benefit.
- The member is enrolled in BadgerCare Plus or Wisconsin Medicaid.

The requested "start" date on the Nursing Home Care Determination Request form must be after the day the member revokes their enrollment in the hospice benefit.

Topic #13498

## Short Term Stays

If an MDS (minimum data set) admission assessment will not be submitted to CMS (Centers for Medicare and Medicaid Services) due to an anticipated short term stay (defined as a stay of 13 days or less), nursing home providers must attach a copy of the following supporting documentation to the [Nursing Home Care Determination Request \(F-01020 \(02/17\)\)](#) form so ForwardHealth can determine if the member qualifies for the nursing home benefit for the short term stay:

- Physician's orders admitting the member to the nursing home
- All nursing notes
- Member's discharge summary

If an MDS Admission Assessment was submitted to CMS for a member who was in the nursing home for 13 days or less, supporting documentation is not required to be submitted with the Nursing Home Care Determination Request form.

Topic #3202

## Specialized Psychiatric Rehabilitation Services for Mentally Ill Members

The NF (nursing facility) must submit a copy of the resident's PASRR (Preadmission Screen and Resident Review) Level II Facesheet (F-20853) to the BLTCF (Bureau of Long Term Care Financing). To be eligible for the SPRS (Specialized Psychiatric Rehabilitation Services) supplemental payment, the resident must have a PASRR Level II screen, which verifies both that "Yes, this person is appropriate for placement in a nursing facility" and that "This person needs specialized psychiatric rehabilitation services to address their mental health needs."

NFs submit monthly billing rosters to the BLTCF, using the SPRS Monthly Roster (F-01104 (02/17)). The Mental Illness SPRS payouts are quarterly. The payout is noted as a "non-claim specific payout" on the RA (remittance advice).

Residents are required to have a resident review every two years to remain eligible for the supplemental payment. Reimbursement will be withheld if the resident review is not completed in the calendar quarter in which it is due. Reimbursement would be reinstated, although not retroactively, when the resident review is completed and the resident is determined to still need SPRS.

## Enrollment Responsibilities

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Topic #241

### General Information

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

Topic #243

### Loss of Enrollment — Financial Liability

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

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

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

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

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

Topic #707

### Member Cooperation

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

Topic #269

### Members Should Present Card

It is important that providers determine a member's enrollment and other insurance coverage **prior to** each DOS (date of service) that services are provided. Pursuant to Wis. Admin. Code § [DHS 104.02\(2\)](#), a member should inform providers that they are 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 their ForwardHealth card](#), providers may verify enrollment without it.

Topic #245

## Reporting Changes to Caseworkers

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

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

## Enrollment Rights

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Topic #246

### Appealing Enrollment Determinations

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

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

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

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

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

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

### Claims for Appeal Reversals

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

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

ForwardHealth  
Specialized Research  
Ste 50  
313 Blettner Blvd  
Madison WI 53784

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

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

## Claim Denial Due to Termination of ADAP Enrollment

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

ForwardHealth  
ADAP Claims and Adjustments  
PO Box 8758  
Madison WI 53708

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

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

Topic #247

## Freedom of Choice

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

Topic #248

## General Information

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

Topic #250

## Notification of Discontinued Benefits

When 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, 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.

## Estate Recovery

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Topic #3200

### Estate Recovery

According to Wis. Stat. § [49.849](#), the Wisconsin DHS (Department of Health Services) Estate Recovery Program has authority to seek repayment for the cost of certain long-term care services provided to Medicaid, BadgerCare Plus, COP (Community Options Program), or non-Medicaid Family Care members, as well as the cost of any services provided to WCDP (Wisconsin Chronic Disease Program) members. Recovery is made from the estates of members, from the estates of their surviving spouses, from certain non-probate property, and from liens placed on their homes. Recovery is made when a member and the member's dependents no longer need those assets. DHS may recover funds from the estate of a deceased member if:

- The member has no surviving spouse.
- The member has no minor or disabled child.

The nursing home must submit the [Wisconsin Notification of Death – Accounting of Estate Funds \(F-01844 \(03/17\)\)](#) form to DHS within 30 days of a member's death if the above conditions apply. Nursing homes are liable only for the amount remaining in the member's personal needs account.

Once the Estate Recovery Program receives the Wisconsin Notification of Death – Accounting of Estate Funds form, the form will be reviewed to determine if the member received services that are subject to recovery. If the member did receive services that are subject to recovery, the Estate Recovery Program will provide notice of DHS's claim to the funds. Upon receipt of the claim, the nursing home is required to send the funds and the resident account billing statement (which includes the date-of-death balance and any activity on the account past the date of death) to the Estate Recovery Program.

*Note:* If the Wisconsin Notification of Death – Accounting of Estate Funds form indicates that the resident's funds are being conveyed to an heir or place of business (e.g., funeral home), a claim letter will not be sent to the nursing home.

### Notice of Intent to File a Lien

As part of the Estate Recovery Program, DHS may seek repayment of certain correctly paid home health and long-term care benefits. DHS may file a lien (a legal claim against property) for the satisfaction of a debt. DHS will complete a Notice of Intent to File a Lien (F-13038 (06/10)) when a member meets all the following criteria.

The member:

- Lives in a nursing home or inpatient hospital and is required to contribute to the cost of care.
- Has a home and is not expected to return.
- Has none of the following relatives residing in that home:
  - Spouse
  - Child who is under age 21, blind, or disabled
  - Sibling who has an equity interest in the home and has lived in the home continuously at least 12 months before the member's nursing home or hospital admission

The decision of whether or not the member is expected to return to live at that home will be based on the person's medical condition. Their physician's statement that they can reasonably be expected to return home is sufficient support for the person's claim that they will return. The physician's statement should include a description of the diagnosis and prognosis for the member. A form asking for a physician to merely indicate by checking a box, etc., that there is a reasonable expectation that the

institutionalized individual will return home is not acceptable or sufficient.

## Identification Cards

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Topic #266

### ForwardHealth Identification Cards

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

#### ForwardHealth Identification Card Features

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

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

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

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

#### Identification Number Changes

Some providers may question whether services should be provided if a member's 10-digit identification number on their 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 they do 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, they may call Member Services to request a new one.

If a member lost their 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 #3199



## Nursing Home Members

ForwardHealth cards are sent to the address ForwardHealth has on file for the member. This address may be the address of the nursing home.

If the nursing home holds the ForwardHealth card for the member, it is recommended that the nursing home not send the actual card with the member when the member travels outside the nursing home to obtain Medicaid or BadgerCare Plus services. This will help prevent the ForwardHealth card from being lost or stolen. Nursing homes may develop procedures with off-site providers to provide them with enrollment information. Such procedures could include the following:

- Send a photocopy of the ForwardHealth card to the provider. The photocopy gives the provider all of the information needed to verify the member's enrollment.
- The 270/271 (270/271 Health Care Eligibility Benefit Inquiry/Response) transaction printout.
- Commercial enrollment verification vendor response printout (i.e., card-reader printout or PC software screen print).

Topic #1435

## Types of Identification Cards

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

## Misuse and Abuse of Benefits

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Topic #271

### Examples of Member Abuse or Misuse

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

Topic #274

## Pharmacy Services Lock-In Program

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

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

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 Wis. Admin. Code § [DHS 104.02](#). 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 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 (Drug Utilization Review), physicians, pharmacists, other providers, and through automated surveillance methods. Once a referral is received, six months of pharmacy claims and diagnoses data are reviewed. A recommendation for one of the following courses of action is then made:

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

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

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

## Excluded Drugs

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

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

## Pharmacy Services Lock-In Program Administrator

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

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

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

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

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

The Lock-In prescriber determines what restricted medications are medically necessary for the member, prescribes those

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

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

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

## **Designated Lock-In Pharmacies**

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

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

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

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

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

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

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

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

If a pharmacy claim for a restricted medication is submitted from a provider who is not the designated Lock-In prescriber, alternate prescriber, Lock-In pharmacy, or alternate pharmacy, the claim will be denied. If a claim is denied because the

prescription is not from a designated Lock-In prescriber, the Lock-In pharmacy provider cannot dispense the drug or collect a cash payment from the member because the service is a nonreimbursable service. However, the Lock-In pharmacy provider may contact the Lock-In prescriber to request a new prescription for the drug, if appropriate.

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

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

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

## For More Information

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

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

Topic #273

## Providers May Refuse to Provide Services

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

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

Topic #275

## Requesting Additional Proof of Identity

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

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

## Special Enrollment Circumstances

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Topic #276

### Medicaid Members from Other States

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

Topic #279

### Members Traveling Out of State

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

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

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

Topic #280

### Retroactive Enrollment

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

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

### Reimbursing Members in Cases of Retroactive Enrollment

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

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

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

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

Topic #281

## Spenddown to Meet Financial Enrollment Requirements

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

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

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

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

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

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

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

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

# Prior Authorization

# 6



Archive Date:09/03/2019

## Prior Authorization:Decisions

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Topic #424

### Approved Requests

PA (prior authorization) requests are approved for varying periods of time based on the clinical justification submitted. The provider receives a copy of a PA decision notice when a PA request for a service is approved. Providers may then begin providing the approved service on the grant date given.

An approved request means that the requested **service**, not necessarily the code, was approved. For example, a similar procedure code may be substituted for the originally requested procedure code. Providers are encouraged to review approved PA requests to confirm the services authorized and confirm the assigned grant and expiration dates.

### Listing Procedure Codes Approved as a Group on the Decision Notice Letter

In certain circumstances, ForwardHealth will approve a PA request for a group of procedure codes with a total quantity approved for the entire group. When this occurs, the quantity approved for the entire group of codes will be indicated with the first procedure code. All of the other approved procedure codes within the group will indicate a quantity of zero.

Providers may submit claims for any combination of the procedure codes in the group up to the approved quantity.

Topic #4724

### Communicating Prior Authorization Decisions

ForwardHealth will make a decision regarding a provider's PA (prior authorization) request within 20 working days from the receipt of all the necessary information. After processing the PA request, ForwardHealth will send the provider either a decision notice letter or a returned provider review letter. Providers will receive a decision notice letter for PA requests that were approved, approved with modifications, or denied. Providers will receive a returned provider review letter for PA requests that require corrections or additional information. The decision notice letter or returned provider review letter will clearly indicate what is approved or what correction or additional information ForwardHealth needs to continue adjudicating the PA request.

Providers submitting PA requests via the ForwardHealth Portal will receive a decision notice letter or returned provider review letter via the Portal.

If the provider submitted a PA request via [mail](#) or [fax](#) and the provider has a Portal account, the decision notice letter or returned provider review letter will be sent to the provider via the Portal as well as by mail.

If the provider submitted a paper PA request via mail or fax and does not have a Portal account, the decision notice letter or returned provider review letter will be sent to the address indicated in the provider's file as their 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, they will be able to correct the errors identified on the returned provider review letter directly on the ForwardHealth Portal. Once the provider has corrected the error(s), the provider can resubmit the PA (prior authorization) request or amendment request via the Portal to ForwardHealth for processing. When correcting errors, providers only need to address the items identified in the returned provider review letter or the amendment provider review letter. Providers are not required to resubmit PA information already submitted to ForwardHealth.

Topic #5037

## Decision Notice Letters and Returned Provider Review Letters on the Portal

Providers can view PA (prior authorization) decision notices and provider review letters via the secure area of the ForwardHealth Portal. Prior authorization decision notices and provider review letters can be viewed when the PA is selected on the Portal.

*Note:* The PA decision notice or the provider review letter will not be available until the day after the PA request is processed by ForwardHealth.

Topic #425

## Denied Requests

When a PA (prior authorization) request is denied, both the provider and the member are notified. The provider receives a PA decision notice, including the reason for PA denial. The member receives a [Notice of Appeal Rights](#) letter that includes a brief statement of the reason PA was denied and information about their right to a fair hearing. Only the **member, or authorized person acting on behalf of the member**, can appeal the denial.

Providers may call [Provider Services](#) for clarification of why a PA request was denied.

Providers are required to discuss a denied PA request with the member and are encouraged to help the member understand the reason the PA request was denied.

Providers have three options when a PA request is denied:

- Not provide the service.
- Submit a **new** PA request. Providers are required to submit a copy of the original denied PA request and additional supporting clinical documentation and medical justification along with a new [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#), [PA/DRF \(Prior Authorization/Dental Request Form, F-11035 \(07/12\)\)](#), or [PA/HIAS1 \(Prior Authorization for Hearing Instrument and Audiological Services 1, F-11020 \(05/13\)\)](#).
- Provide the service as a noncovered service.

If the member does not appeal the decision to deny the PA request or appeals the decision but the decision is upheld and the member chooses to receive the service anyway, the member may choose to receive the service(s) as a [noncovered service](#).



## Sample Notice of Appeal Rights Letter

<Month DD, CCYY> <sequence number> <RecipName> <RecipAddressLine1> <RecipAddressLine2> <RecipCity> <RecipStateZip>	Member Identification Number: <XXX-XX-XXXXXX> Local County or Tribal Agency Telephone Number: <AgencyPhone>
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<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 their 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

<b>&lt;Month DD, CCYY&gt;</b>	
<b>&lt;sequence number&gt;</b>	
<b>&lt;RecipName&gt;</b>	<b>Member Identification Number:</b>
<b>&lt;RecipAddressLine1&gt;</b>	<b>&lt;XXX-XX-XXXXXX&gt;</b>
<b>&lt;RecipAddressLine2&gt;</b>	<b>Local County or Tribal Agency</b>
<b>&lt;RecipCity&gt; &lt;RecipStateZip&gt;</b>	<b>Telephone Number: &lt;AgencyPhone&gt;</b>

<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.

## Emergent and Urgent Situations

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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 Wis. Admin. Code [DHS 101.03\(52\)](#) 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 DMS (Division of Medicaid Services) 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 DMS. All telephone consultations for urgent services should be directed to the Clinical Policy Section — Prior Authorization at 608-267-9311. Providers should have the following information ready when calling:

- Member's name
- Member ID 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

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Topic #4738

### Amendment Decisions

ForwardHealth will make a decision regarding a provider's amendment request within 20 working days from the receipt of all the necessary information. The method ForwardHealth will use to communicate decisions regarding PA (prior authorization) amendment requests will depend on how the **PA request** was originally submitted (not how the amendment request was submitted) and whether the provider has a ForwardHealth Portal account:

- If the PA request was originally submitted via the Portal, the decision notice letter or returned amendment provider review letter will be sent to the provider via the Portal.
- If the PA request was originally submitted via mail or fax and the provider has a Portal account, the decision notice letter or returned amendment provider review letter will be sent to the provider via the Portal, as well as by mail.
- If the PA request was originally submitted via mail or fax and the provider does **not** have a Portal account, the decision notice letter or returned amendment provider review letter will be sent by mail to the address indicated in the provider's file as their PA address (or to the physical address if there is no PA address on file), **not** to the address the provider wrote on the PA request or amendment request.

Topic #431

### Amendments

Providers are required to use the [Prior Authorization Amendment Request \(F-11042 \(07/12\)\)](#) to amend an approved or modified PA (prior authorization) request.

ForwardHealth does not accept a paper amendment request submitted on anything other than the Prior Authorization Amendment Request. The Prior Authorization Amendment Request may be submitted through the ForwardHealth Portal as well as by [mail](#) or [fax](#). If ForwardHealth receives a PA amendment on a previous version of the Prior Authorization Amendment Request form, a letter will be sent to the provider stating that the provider is required to submit a new PA amendment request using the proper forms.

Examples of when providers may request an amendment to an approved or modified PA request include the following:

- To temporarily modify a member's frequency of a service when there is a short-term change in their 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 their 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 to submit a claim for the service, the provider should submit the following to ForwardHealth after the service has been performed:

- A paper claim with "HEARING DECISION ATTACHED" written in red ink at the top of the claim
- A copy of the hearing decision
- A copy of the denied PA request

Providers are required to submit claims with hearing decisions to the following address:

ForwardHealth  
Specialized Research  
Ste 50  
313 Blettner Blvd  
Madison WI 53784

Claims with hearing decisions sent to any other address may not be processed appropriately.

If the DHA letter instructs the provider to submit a new PA request, the provider is required to submit the **new** PA request along with a copy of the hearing decision to the PA Unit at the following address:

ForwardHealth  
Prior Authorization  
Ste 88  
313 Blettner Blvd  
Madison WI 53784

ForwardHealth will then approve the PA request with the revised process date. The provider may then submit a claim following

the usual claims submission procedures after providing the service(s).

## Financial Responsibility

If the member asks to receive the service **before** the hearing decision is made, the provider is required to notify the member before rendering the service that the member will be responsible for payment if the decision to deny or modify the PA request is upheld.

If the member accepts responsibility for payment of the service before the hearing decision is made, and if the appeal decision **upholds** the decision to deny or modify the PA request, the provider [may collect payment from the member](#) if certain conditions are met.

If the member accepts responsibility for payment of the service before the hearing decision is made, and if the appeal decision **overturns** the decision to deny or modify a PA request, the provider may submit a claim to ForwardHealth. If the provider collects payment from the member for the service before the appeal decision is overturned, the provider is required to refund the member for the **entire** amount of payment received from the member after the provider receives Medicaid's reimbursement.

Wisconsin Medicaid does not directly reimburse members.



## Sample Notice of Appeal Rights Letter

<Month DD, CCYY> <sequence number> <RecipName> <RecipAddressLine1> <RecipAddressLine2> <RecipCity> <RecipStateZip>	Member Identification Number: <XXX-XX-XXXXXX> Local County or Tribal Agency Telephone Number: <AgencyPhone>
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<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 \(07/12\)\)](#) to enddate most PA (prior authorization) requests. ForwardHealth does not accept requests to enddate a PA request for any service, except drugs, on anything other than the Prior Authorization Amendment Request. PA for drugs may be enddated by using STAT-PA (Specialized Transmission Approval Technology-Prior Authorization) in addition to submitting a Prior Authorization Amendment Request.

Providers may submit a Prior Authorization Amendment Request on the ForwardHealth Portal, or by fax or mail.

If a request to enddate a PA is not submitted on the Prior Authorization Amendment Request, a letter will be sent to the provider stating that the provider is required to submit the request using the proper forms.

Examples of when a PA request should be enddated include the following:

- A member chooses to discontinue receiving prior authorized services.
- A provider chooses to discontinue delivering prior authorized services.

Examples of when a PA request should be enddated and a new PA request should be submitted include the following:

- There is an interruption in a member's continual care services.
- There is a change in the member's condition that warrants a long-term change in services required.
- The service(s) is no longer medically necessary.

Topic #4739

## Returned Amendment Provider Review Letter

If the amendment request needs correction or additional information, a returned amendment provider review letter will be sent. The letter will show how the PA (prior authorization) appears currently in the system, and providers are required to respond by correcting errors identified on the letter. Providers are required to make the corrections or supply the requested information in the space provided on the letter or attach additional information to the letter before mailing the letter to ForwardHealth. Providers can also correct an amendment request that has been placed in returned provider review status in the ForwardHealth Portal.

ForwardHealth must receive the provider's response within 30 calendar days of the date the returned amendment provider review letter was sent. After 30 days the amendment request status becomes inactive and the provider is required to submit a new

amendment request. The ForwardHealth interChange system will continue to use the original approved PA request for processing claims.

The provider's paper documents submitted with the amendment request will not be returned to the provider when corrections or additional information are needed; however, X-rays and dental models will be returned once the amendment request is finalized.

Photographs submitted to ForwardHealth as additional supporting clinical documentation for PA requests will not be returned to providers and will be disposed of securely.

Therefore, providers are required to make a copy of their amendment requests (including attachments and any supplemental information) before mailing the requests to ForwardHealth. The provider is required to have a copy on file for reference purposes if ForwardHealth requires more information about the amendment request.

*Note:* When changing or correcting the amendment request, providers are reminded to revise or update the documentation retained in their records.

Topic #5039

## **Searching for Previously Submitted Prior Authorization Requests on the Portal**

Providers will be able to search for all previously submitted PA (prior authorization) requests, regardless of how the PA was initially submitted. If the provider knows the PA number, they can enter the number to retrieve the PA information. If the provider does not know the PA number, they can search for a PA by entering information in one or more of the following fields:

- Member identification number
- Requested start date
- Prior authorization status
- Amendment status

If the provider does not search by any of the information above, providers will retrieve all their PA requests submitted to ForwardHealth.

## Forms and Attachments

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Topic #960

### An Overview

Depending on the service being requested, most PA (prior authorization) requests must be comprised of the following:

- The [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#), [PA/DRF \(Prior Authorization/Dental Request Form, F-11035 \(07/12\)\)](#), or [PA/HIAS1 \(Prior Authorization Request for Hearing Instrument and Audiological Services, F-11020 \(05/13\)\)](#)
- A service-specific [PA attachment\(s\)](#)
- Additional supporting clinical documentation (Typical PA requirements regarding attachments may not apply for some [HealthCheck "Other Services" PA requests](#).)

Topic #446

### Attachments

In addition to the [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#), [PA/HIAS1 \(Prior Authorization for Hearing Instrument and Audiological Services 1, F-11020 \(05/13\)\)](#), or [PA/DRF \(Prior Authorization/Dental Request Form, F-11035 \(07/12\)\)](#), a service-specific PA (prior authorization) attachment must be submitted with each PA request. The PA attachment allows a provider to document the clinical information used to determine whether or not the standards of medical necessity are met for the requested service(s). Providers should include adequate information for ForwardHealth to make a reasonable judgment about the case.

ForwardHealth will scan each form with a barcode as it is received, which will allow greater efficiencies for processing PA requests.

Topic #3208

The [PA/PA \(Prior Authorization/Physician Attachment, F-11016 \(07/12\)\)](#) must be submitted with a [PA/RF \(F-11018 \(05/13\)\)](#). 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.

Topic #447

### Obtaining Forms and Attachments

Providers may obtain paper versions of all PA (prior authorization) forms and attachments. In addition, providers may download and complete most PA attachments from the [ForwardHealth Portal](#).

#### Paper Forms

Paper versions of all PA forms and PA attachments are available by writing to ForwardHealth. Include a return address, the name of the form, the form number (if applicable), and mail the request to the following address:

ForwardHealth  
Form Reorder  
313 Blettner Blvd  
Madison WI 53784

Providers may also call [Provider Services](#) to order paper copies of forms.

## Downloadable Forms

Most PA attachments can be downloaded and printed in their original format from the Portal. Many forms are available in fillable PDF (Portable Document Format) and fillable Microsoft Word formats.

## Web PA Via the Portal

Certain providers may complete the [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#) and PA attachments through the Portal. Providers may then print the PA/RF (and in some cases the PA attachment), and send the PA/RF, service-specific PA attachments, and any supporting documentation on paper by mail or fax to ForwardHealth.

Topic #448

## Prior Authorization Request Form

The [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#) is used by ForwardHealth and is mandatory for most providers when requesting PA (prior authorization). The PA/RF serves as the cover page of a PA request.

Providers are required to complete the basic provider, member, and service information on the PA/RF. Each PA request is assigned a unique ten-digit number. ForwardHealth remittance information will report to the provider the PA number used to process the claim for prior authorized services.

Topic #3207

## Prior Authorization Request Form Completion Instructions for Nursing Home Services

A [sample PA/RF \(Prior Authorization Request Form\)](#) for nursing home services 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 (Wis. Admin. Code § [DHS 104.02\[4\]](#)).

Under Wis. Stat. § [49.45\(4\)](#), personally identifiable information about program applicants and members is confidential and is used for purposes directly related to ForwardHealth administration such as determining eligibility of the applicant, processing PA (prior authorization) requests, or processing provider claims for reimbursement. The use of the [PA/RF \(F-11018 \(05/13\)\)](#) 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/PA \(Prior Authorization/Physician Attachment, F-11016 \(07/12\)\)](#) by fax to ForwardHealth at 608-221-8616 or by mail to the following address:

ForwardHealth  
 Prior Authorization  
 Ste 88  
 313 Blettner Blvd  
 Madison WI 53784

The provision of services that are greater than or significantly different from those authorized may result in nonpayment of the billing claim(s).

## SECTION I — PROVIDER INFORMATION

### Element 1 — HealthCheck "Other Services" 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. PA requests will be returned without adjudication if no process type is indicated.

134 — AIDS Services (hospital and nursing home)  
 135 — Ventilator Service  
 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 of the billing provider number in Element 5a.

### Element 6a — Name — Prescribing/Referring/Ordering Provider (not required)

### Element 6b — National Provider Identifier — Prescribing/Referring/Ordering Provider (not required)

## SECTION II — MEMBER INFORMATION

### Element 7 — 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 8 — Date of Birth — Member**

Enter the member's date of birth in MM/DD/CCYY format.

**Element 9 — Address — Member**

Enter the complete address of the member's place of residence, including the street, city, state, and ZIP code. If the member is a resident of a nursing home or other facility, include the name of the nursing home or facility.

**Element 10 — Name — Member**

Enter the member's last name, followed by their first name and middle initial. Use the EVS to obtain the correct spelling of the member's name. If the name or spelling of the name on the ForwardHealth card and the EVS do not match, use the spelling from the EVS.

**Element 11 — Gender — Member**

Enter an "X" in the appropriate box to specify male or female.

**SECTION III — DIAGNOSIS / TREATMENT INFORMATION****Element 12 — Diagnosis — Primary Code and Description**

Enter the appropriate ICD (International Classification of Diseases) diagnosis code and description with the highest level of specificity most relevant to the service/procedure requested. The ICD diagnosis code must correspond with the ICD description.

**Element 13 — Start Date — SOI (not required)****Element 14 — First Date of Treatment — SOI (not required)****Element 15 — Diagnosis — Secondary Code and Description**

Enter the appropriate secondary ICD diagnosis code and description with the highest level of specificity most relevant to the service/procedure requested, if applicable. The ICD diagnosis code must correspond with the ICD description.

**Element 16 — Requested PA Start Date (not required)****Element 17 — Rendering Provider Number (not required)****Element 18 — Rendering Provider Taxonomy Code (not required)****Element 19 — Service Code**

Enter the appropriate NUBC (National Uniform Billing Committee) code for each service/procedure/item requested.

**Element 20 — Modifiers (not required)****Element 21 — POS**

Enter the appropriate POS (place of service) code designating where the requested service/procedure/item would be provided/performed/dispensed.

31 — Skilled Nursing Facility

32 — Nursing Facility

54 — Intermediate Care Facility/Individuals with Intellectual Disabilities

**Element 22 — Description of Service**

Enter a written description corresponding to the appropriate NUBC revenue code for each service requested.

**Element 23 — QR**

Enter the appropriate quantity (e.g., number of services, days' supply) requested for the procedure code listed. For nursing home

AIDS services and ventilator services, indicate the number of days the services will be provided.

**Element 24 — 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 Department of Health Services.

**Element 25 — Total Charges**

Enter the anticipated total charges for this request.

**Element 26 — Signature — Requesting Provider**

The original signature of the provider requesting this service must appear in this element.

**Element 27 — Date Signed**

Enter the month, day, and year the PA/RF was signed (in MM/DD/CCYY format).

## Sample PA/RF for Nursing Home Services

**DEPARTMENT OF HEALTH SERVICES**  
 ForwardHealth  
 F-11018 (05/13)

**STATE OF WISCONSIN**  
 DHS 106.03(4), Wis. Admin. Code  
 DHS 152.06(3)(h), 153.06(3)(g), 154.06(3)(g), Wis. Admin. Code

### FORWARDHEALTH PRIOR AUTHORIZATION REQUEST FORM (PA/RF)

Providers may submit prior authorization (PA) requests by fax to ForwardHealth at (608) 221-8616 or by mail to: ForwardHealth, Prior Authorization, Suite 88, 313 Blettner Boulevard, Madison, WI 53784. **Instructions:** Type or print clearly. Before completing this form, read the service-specific Prior Authorization Request Form (PA/RF) Completion Instructions.

SECTION I — PROVIDER INFORMATION			
1. Check only if applicable <input type="checkbox"/> HealthCheck "Other Services" <input type="checkbox"/> Wisconsin Chronic Disease Program (WCDP)	2. Process Type  135	3. Telephone Number — Billing Provider  (555) 555-5555	
4. Name and Address — Billing Provider (Street, City, State, ZIP+4 Code)  I.M. BILLING PROVIDER 609 WILLOW ST ANYTOWN WI 55555-1234		5a. Billing Provider Number  022222220	5b. Billing Provider Taxonomy Code  123456789X
6a. Name — Prescribing / Referring / Ordering Provider		6b. National Provider Identifier — Prescribing / Referring / Ordering Provider	

SECTION II — MEMBER INFORMATION		
7. Member Identification Number  1234567890	8. Date of Birth — Member MM/DD/CCYY	9. Address — Member (Street, City, State, ZIP Code)  322 RIDGE ST ANYTOWN WI 55555
10. Name — Member (Last, First, Middle Initial)  MEMBER, IM A	11. Gender — Member <input type="checkbox"/> Male <input checked="" type="checkbox"/> Female	

SECTION III — DIAGNOSIS / TREATMENT INFORMATION										
12. Diagnosis — Primary Code and Description  J96.11 — Chronic respiratory failure with hypoxia					13. Start Date — SOI		14. First Date of Treatment — SOI			
15. Diagnosis — Secondary Code and Description  Z99.11 — Dependence on respirator [ventilator] status					16. Requested PA Start Date					
17. Rendering Provider Number	18. Rendering Provider Taxonomy Code	19. Service Code	20. Modifiers				21. POS	22. Description of Service	23. QR	24. Charge
		0946	1	2	3	4	31	Ventilator dependent, \$XXX.XX/day	31	X,XXX.XX
An approved authorization does not guarantee payment. Reimbursement is contingent upon enrollment of the member and provider at the time the service is provided and the completeness of the claim information. Payment will not be made for services initiated prior to approval or after the authorization expiration date. Reimbursement will be in accordance with ForwardHealth payment methodology and policy. If the member is enrolled in a BadgerCare Plus Managed Care Program at the time a prior authorized service is provided, ForwardHealth reimbursement will be allowed only if the service is not covered by the Managed Care Program.									25. Total Charges	X,XXX.XX
26. SIGNATURE — Requesting Provider  <i>I.M. Requesting Provider</i>									27. Date Signed MM/DD/CCYY	

Topic #449

## Supporting Clinical Documentation

Certain PA (prior authorization) requests may require additional supporting clinical documentation to justify the medical necessity for a service(s). Supporting documentation may include, but is not limited to, X-rays, photographs, a physician's prescription,

clinical reports, and other materials related to the member's condition.

All supporting documentation submitted with a PA request must be clearly labeled and identified with the member's name and member identification number. Securely packaged X-rays and dental models will be returned to providers.

Photographs submitted to ForwardHealth as additional supporting clinical documentation for PA requests will not be returned to providers and will be disposed of securely.

## General Information

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Topic #4402

### An Overview

The PA (prior authorization) review process includes both a clerical review and a clinical review. The PA request will have one of the statuses detailed in the following table.

Prior Authorization Status	Description
Approved	The PA request was approved.
Approved with Modifications	The PA request was approved with modifications to what was requested.
Denied	The PA request was denied.
Returned — Provider Review	The PA request was returned to the provider for correction or for additional information.
Pending — Fiscal Agent Review	The PA request is being reviewed by the Fiscal Agent.
Pending — Dental Follow-up	The PA request is being reviewed by a Fiscal Agent dental specialist.
Pending — State Review	The PA request is being reviewed by the State.
Suspend — Provider Sending Information	The PA request was submitted via the ForwardHealth Portal and the provider indicated they will be sending additional supporting information on paper.
Inactive	The PA request is inactive due to no response within 30 days to the returned provider review letter and cannot be used for PA or claims processing.

Topic #434

## Communication With Members

ForwardHealth recommends that providers inform members that PA (prior authorization) is required for certain specified services **before** delivery of the services. Providers should also explain that, if required to obtain PA, they will be submitting member records and information to ForwardHealth on the member's behalf. Providers are required to keep members informed of the PA request status throughout the **entire** PA process.

### Member Questions

A member may call [Member Services](#) to find out whether or not a PA request has been submitted and, if so, when it was received by ForwardHealth. The member will be advised to contact the provider if more information is needed about the status of an individual PA request.

Topic #435

## Definition

PA (prior authorization) is the electronic or written authorization issued by ForwardHealth to a provider prior to the provision of a service. In most cases, providers are required to obtain PA **before** providing services that require PA. When granted, a PA request is approved for a specific period of time and specifies the type and quantity of service allowed.

Topic #5098

## Designating an Address for Prior Authorization Correspondence

Correspondence related to PA (prior authorization) will be sent to the practice location address on file with ForwardHealth unless the provider designates a separate address for receipt of PA correspondence. This policy applies to all PA correspondence, including decision notice letters, returned provider review letters, returned amendment provider letters, and returned supplemental documentation such as X-rays and dental models.

Photographs submitted to ForwardHealth as additional supporting clinical documentation for PA requests will not be returned to providers and will be disposed of securely.

Providers may designate a separate address for PA correspondence using the [demographic maintenance tool](#).

Topic #4383

## Prior Authorization Numbers

Upon receipt of the [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#), ForwardHealth will assign a PA (prior authorization) number to each PA request.

The PA number consists of 10 digits, containing valuable information about the PA (e.g., the date the PA request was received by ForwardHealth, the medium used to submit the PA request).

Each PA request is assigned a unique PA number. This number identifies valuable information about the PA. The following table provides detailed information about interpreting the PA number.

Type of Number and Description	Applicable Numbers and Description
<b>Media</b> — One digit indicates media type.	Digits are identified as follows: 1= paper; 2 = fax; 3 = STAT-PA (Specialized Transmission Approval Technology-Prior Authorization); 4 = STAT-PA; 5 = Portal; 6 = Portal; 7 = NCPDP (National Council for Prescription Drug Programs) transaction or 278 (278 Health Care Services Review - Request for Review and Response) transaction; 9 = eviCore healthcare
<b>Year</b> — Two digits indicate the year ForwardHealth received the PA request.	For example, the year 2008 would appear as 08.
<b>Julian date</b> — Three digits indicate	

the day of the year, by Julian date, that ForwardHealth received the PA request.	For example, February 3 would appear as 034.
<b>Sequence number</b> — Four digits indicate the sequence number.	The sequence number is used internally by ForwardHealth.

Topic #436

## Reasons for Prior Authorization

Only about 4 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 Wis. Admin. Code ch. [DHS 107](#) for information regarding services that require PA. According to Wis. Admin. Code § [DHS 107.02\(3\)\(b\)](#), 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 Wisconsin DHS (Department of Health Services).

Providers should not request PA for services that do not require PA simply to determine coverage or establish a reimbursement rate for a manually priced procedure code. Also, new technologies or procedures do not necessarily require PA. PA requests for services that do not require PA are typically returned to the provider. Providers having difficulties determining whether or not a service requires PA may call [Provider Services](#).

Topic #437

## Referrals to Out-of-State Providers

PA (prior authorization) may be granted to out-of-state providers when nonemergency services are necessary to help a member attain or regain their health and ability to function independently. The PA request may be approved only when the services are not reasonably accessible to the member in Wisconsin.

Out-of-state providers are required to meet ForwardHealth's guidelines for PA approval. This includes sending PA requests, required attachments, and supporting documentation to ForwardHealth before the services are provided.

*Note:* Emergency services provided out-of-state do not require PA; however, claims for such services must include appropriate documentation (e.g., anesthesia report, medical record) to be considered for reimbursement. Providers are required to submit claims with supporting documentation on paper.

When a Wisconsin Medicaid provider refers a member to an out-of-state provider, the referring provider should instruct the out-of-state provider to go to the [Provider Enrollment Information home page](#) on the ForwardHealth Portal to complete a Medicaid Out-of-State Provider Enrollment Application.

All out-of-state nursing homes, regardless of location, are required to obtain PA for all services. All other out-of-state nonborder-status providers are required to obtain PA for all nonemergency services except for home dialysis supplies and equipment.

Topic #438

## Reimbursement Not Guaranteed

Wisconsin Medicaid may decline to reimburse a provider for a service that has been prior authorized if one or more of the following program requirements is not met:

- The service authorized on the approved PA (prior authorization) request is the service provided.
- The service is provided within the grant and expiration dates on the approved PA request.
- The member is eligible for the service on the date the service is provided.
- The provider is enrolled in Wisconsin Medicaid on the date the service is provided.
- The service is billed according to service-specific claim instructions.
- The provider meets other program requirements.

Providers may not [collect payment](#) from a member for a service requiring PA under any of the following circumstances:

- The provider failed to seek PA before the service was provided.
- The service was provided before the PA grant date or after the PA expiration date.
- The provider obtained PA but failed to meet other program requirements.
- The service was provided before a decision was made, the member did not accept responsibility for the payment of the service before the service was provided, and the PA was denied.

There are [certain situations](#) when a provider may collect payment for services in which PA was denied.

## Other Health Insurance Sources

Providers are encouraged, but not required, to request PA from ForwardHealth for covered services that require PA when members have other health insurance coverage. This is to allow payment by Wisconsin Medicaid for the services provided in the event that the other health insurance source denies or recoups payment for the service. If a service is provided before PA is obtained, ForwardHealth will not consider backdating a PA request solely to enable the provider to be reimbursed.

Topic #1268

## Sources of Information

Providers should verify that they have the most current sources of information regarding PA (prior authorization). It is critical that providers and staff have access to these documents:

- Wisconsin Administrative Code: Chapters [DHS 101 through DHS 109](#) are the rules regarding Medicaid administration.
- Wisconsin Statutes: Sections [49.43 through 49.99](#) provide the legal framework for Wisconsin Medicaid.
- ForwardHealth Portal: The Portal gives the latest policy information for all providers, including information about Medicaid managed care enrollees.

Topic #812

## Status Inquiries

Providers may inquire about the status of a PA (prior authorization) request through one of the following methods:



- Accessing [WiCall](#), ForwardHealth's AVR (Automated Voice Response) system
- Calling [Provider Services](#)

Providers should have the 10-digit PA number available when making inquiries.

## Grant and Expiration Dates

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Topic #439

### Backdating

Backdating an initial PA (prior authorization) request or SOI (spell of illness) to a date prior to ForwardHealth's initial receipt of the request may be allowed in limited circumstances.

A request for backdating may be approved if all of the following conditions are met:

- The provider specifically requests backdating in writing on the PA or SOI request.
- The request includes clinical justification for beginning the service before PA or SOI was granted.
- The request is received by ForwardHealth within 14 calendar days of the start of the provision of services.

Topic #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.

## Member Eligibility Changes

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Topic #443

### Loss of Enrollment During Treatment

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

In most cases, if a member loses enrollment midway through treatment, or at any time between the grant and enddates, Wisconsin Medicaid will **not** reimburse services (including prior authorized services) provided during an enrollment lapse. Providers should not assume Wisconsin Medicaid covers completion of services after the member's enrollment has been terminated.

To avoid potential reimbursement problems when a member loses enrollment during treatment, providers should follow these procedures:

- Ask to see the member's ForwardHealth identification card to verify the member's enrollment or consult Wisconsin's EVS (Enrollment Verification System) before the services are provided at each visit.
- When the PA (prior authorization) request is approved, verify that the member is still enrolled and eligible to receive the service before providing it. An approved PA request does not guarantee payment and is subject to the enrollment of the member.

Members are financially responsible for any services received after their enrollment has ended. If the member wishes to continue treatment, it is a decision between the provider and the member whether the service should be given and how payment will be made for the service.

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

Topic #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.

## Review Process

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Topic #450

### Clerical Review

The first step of the PA (prior authorization) request review process is the clerical review. The provider, member, diagnosis, and treatment information indicated on the [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#), [PA/HIAS1 \(Prior Authorization for Hearing Instrument and Audiological Services 1, F-11020 \(05/13\)\)](#), and [PA/DRF \(Prior Authorization/Dental Request Form, F-11035 \(07/12\)\)](#) forms is reviewed during the clerical review of the PA request review process. The following are examples of information verified during the clerical review:

- Billing and/or rendering provider number is correct and corresponds with the provider's name.
- Provider's name is spelled correctly.
- Provider is Medicaid-enrolled.
- Procedure codes with appropriate modifiers, if required, are covered services.
- Member's name is spelled correctly.
- Member's identification number is correct and corresponds with the member's name.
- Member enrollment is verified.
- All required elements are complete.
- Forms, attachments, and additional supporting clinical documentation are signed and dated.
- A current physician's prescription for the service is attached, if required.

Clerical errors and omissions are responsible for the majority of PA requests that are returned to providers for correction or additional information. Since having to return a PA request for corrections or additional information can delay approval and delivery of services to a member, providers should ensure that all clerical information is correctly and completely entered on the PA/RF, PA/DRF, or PA/HIAS1.

If clerical errors are identified, the PA request is returned to the provider for corrections before undergoing a clinical review. One way to reduce the number of clerical errors is to complete and submit PA/RFs through Web PA.

Topic #451

### Clinical Review

Upon verifying the completeness and accuracy of clerical items, the PA (prior authorization) request is reviewed to evaluate whether or not each service being requested meets Wisconsin Medicaid's definition of "medically necessary" as well as other criteria.

The PA attachment allows a provider to document the clinical information used to determine whether the standards of medical necessity are met for the requested service. Wisconsin Medicaid considers certain factors when determining whether to approve or deny a PA request pursuant to Wis. Admin. Code § [DHS 107.02\(3\)\(e\)](#).

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 Wis. Admin Code § [DHS 101.03\(96m\)](#), "medically necessary" is a service under Wis. Admin. Code 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 Wisconsin DHS (Department of Health Services)
- Standards of practice
- Professional knowledge
- Scientific literature

## Services Requiring Prior Authorization

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Topic #3206

### Services Requiring Prior Authorization

The following nursing home services require PA (prior authorization):

- The ventilator reimbursement rate for ventilator-dependent members who are being admitted to approved nursing homes and for whom nursing homes request a ventilator reimbursement rate
- Payment for a medically necessary private room

A nursing home determining that a member needs a service requiring PA should complete and submit a [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#) and a [PA/PA \(Prior Authorization/Physician Attachment, F-11016 \(07/12\)\)](#) to ForwardHealth.

Nursing homes should also refer to the following service areas for PA information for those areas:

- Therapy (i.e., occupational therapy, physical therapy, and speech and language pathology)
- [DME \(Durable Medical Equipment\)](#)
- [DMS \(Disposable Medical Supply\)](#)

## Situations Requiring New Requests

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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 #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, 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

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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 #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-01176 \(12/11\)\)](#)

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 at 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 \(05/13\)\)](#) or the [PA/HIAS1 \(Prior Authorization for Hearing Instrument and Audiological Services 1, F-11020 \(05/13\)\)](#) 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.
- Save a partially completed PA request and return at a later time to finish completing it.
- 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 or saved PA requests.
- Print a PA cover sheet.

## Submitting PA 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 PA requests submitted via the Portal.

When completing PA attachments on the Portal, providers can take advantage of an Additional Information field at the end of the PA attachment that holds up to five pages of text that may be needed.

Providers may also submit amendment requests via the Portal for PA requests with a status of "Approved" or "Approved with Modifications."

## Saving Partially Completed PA Requests

Providers do not have to complete PA requests in one session; they can save partially completed PA requests at any point after the Member Information page has been completed by clicking on the Save and Complete Later button, which is at the bottom of each page. There is no limit to how many times PA requests can be saved.

Providers can complete partially saved PA requests at a later time by logging in to the secure Provider area of the Portal, navigating to the Prior Authorization home page, and clicking on the Complete a Saved PA Request link. This link takes the provider to a Saved PA Requests page containing all of the provider's PA requests that have been saved.

Once on the Saved PA Requests page, providers can select a specific PA request and choose to either continue completing it or delete it.

*Note:* The ability to save partially completed PA requests is only applicable to new PA requests. Providers cannot save partially completed PA amendments or corrections to returned PA requests or amendments.

## 30 Calendar Days to Submit or Re-Save PA Requests

Providers must submit or re-save PA requests within 30 calendar days of the date the PA request was last saved. After 30 calendar days of inactivity, a PA request is automatically deleted, and the provider has to re-enter the entire PA request.

The Saved PA Requests page includes a list of deleted PA requests. This list is for information purposes only and includes saved PA requests that have been deleted due to inactivity (it does **not** include PA requests deleted by the provider). Neither providers nor ForwardHealth are able to retrieve PA requests that have been deleted.

## Submitting Completed PA Requests

ForwardHealth's initial receipt of a PA request occurs when the PA request is submitted on the Portal. Normal backdating policy applies based on the date of initial receipt, not on the last saved date. Providers receive a confirmation of receipt along with a PA number once a PA request is submitted on the Portal.

## PA Attachments on the Portal

Almost all PA request attachments can be completed and submitted on the Portal. When providers are completing PA requests, the Portal presents the necessary attachments needed for that PA request. For example, if a physician is completing a PA request for physician-administered drugs, the Portal will prompt a [PA/JCA \(Prior Authorization/"J" Code Attachment, F-11034 \(07/12\)\)](#) 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 \(07/12\)\)](#) 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 \(05/13\)\)](#) that was completed on the Portal.

*Note:* If the cover sheet could not be generated while submitting the PA request due to technical difficulties, providers can print the cover sheet from the main Portal PA page.

Before submitting any PA request documents, providers should save or print a copy for their records. Once the PA request is submitted, it cannot be retrieved for further editing.

As a reminder, ForwardHealth does not mail back any PA request documents submitted by providers.

### **Additional Supporting Clinical Documentation**

ForwardHealth accepts additional supporting clinical documentation when the information cannot be indicated on the required PA request forms and is pertinent for processing the PA request or PA amendment request. Providers have the following options for submitting additional supporting clinical information for PA requests or PA amendment requests:

- 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<sup>TM</sup> (.3dm) (for dental providers).

JPEG files must be stored with a ".jpg" or ".jpeg" extension; text files must be stored with a ".txt" extension; rich text format files must be stored with an ".rtf" extension; and PDF files must be stored with a ".pdf" extension. Dental OrthoCAD files are stored with a ".3dm" extension.

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

In addition, providers can also upload additional supporting clinical documentation via the Portal when:

- Correcting a PA request or PA amendment request that is in a "Returned — Provider Review" status.
- Submitting a PA amendment request.

If submitting supporting clinical information via mail or fax, providers are prompted to print a system-generated Portal PA Cover Sheet to be sent with the information to ForwardHealth for processing. Providers must list the additional supporting information on the Portal PA Cover Sheet.

ForwardHealth will return PA requests and PA amendments requests when the additional documentation could have been indicated on the PA/RF and PA attachments or when the pertinent information is difficult to find.

## "Suspended" PA 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 PA Request from "Suspended" to "Pending"

The provider has the option of changing a PA request status from "Suspended — Provider Sending Info" to "Pending" if the provider determines that additional information will not be submitted. Changing the status from "Suspended — Provider Sending Info" to "Pending" will allow the PA request to be processed without waiting for additional information to be submitted. The provider can change the status by searching for the suspended PA request, checking the box indicating that the PA request is ready for processing without additional documentation, and clicking the Submit button to allow the PA request to be processed by ForwardHealth. There is an optional free form text box, which allows providers to explain or comment on why the PA request can be processed.

### Submitting Additional Supporting Clinical Documentation for a PA Request in "Suspended" or "Pending" Status

There is an Upload Documents for a PA link on the PA home page in the provider secured Home Page. By selecting that link, providers have the option of submitting additional supporting clinical documentation for a PA request that is in "Suspended" or "Pending" status. When submitting additional supporting clinical documentation for a PA request that is in "Suspended" status, providers can choose to have ForwardHealth begin processing the PA request or to keep the PA request suspended. Prior authorization requests in a "Pending" status are processed regardless.

*Note:* When the PA request is in a "Pending" status and the provider uploads additional supporting clinical documentation, there may be up to a four-hour delay before the documentation is available to ForwardHealth in the system. If the uploaded information was received after the PA request was processed and the PA request was returned for missing information, the provider may resubmit the PA request stating that the missing information was already uploaded.

Topic #456

## Mail

Any type of PA (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

313 Blettner Blvd  
Madison WI 53784

Providers are encouraged to retain copies of all PA requests and supporting documentation before submitting them to ForwardHealth.

# Provider Enrollment and Ongoing Responsibilities

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Archive Date:09/03/2019

## Provider Enrollment and Ongoing Responsibilities:Documentation

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Topic #6277

### 1099 Miscellaneous Forms

ForwardHealth generates the 1099 Miscellaneous form in January of each year for earnings greater than \$600.00, per IRS (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 Wisconsin DHS (Department of Health Services) has the right to inspect, review, audit, and reproduce provider records pursuant to Wis. Admin. Code § [DHS 106.02\(9\)\(e\)](#). The DHS 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 DHS staff member(s).

Wisconsin Medicaid reimburses providers \$0.06 per page for the cost of reproducing records requested by the DHS to conduct a compliance audit. A letter of request for records from the DHS will be sent to a provider when records are required.

Reimbursement is not made for other reproduction costs included in the provider agreement between the DHS and a provider, such as reproduction costs for submitting PA requests and claims.

Also, state-contracted MCOs (managed care organizations), including HMOs and SSI HMOs, are not reimbursed for the reproduction costs covered in their contract with the DHS.

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

Topic #3233

### Comprehensive Resident Assessment for NF and SNF Services

All nursing homes must enter a written comprehensive resident assessment in the member's record, according to Wis. Admin. Code § [DHS 132.60\(8\)\(a\)](#). Periodic reassessment is also required.

Any NF (nursing facility) that participates in Medicaid and BadgerCare Plus or Medicare must use the resident assessment

instrument specified by the state to assess all residents. Sections 1819 and 1919 of the Social Security Act specify assessment requirements for SNFs (skilled nursing facilities) for Medicare and NFs for Medicaid and BadgerCare Plus that provide nursing, medical, and rehabilitative care to Medicare beneficiaries or BadgerCare Plus members. Wis. Stat. § [49.498](#) includes the requirement for a resident assessment instrument.

These provisions require facilities to conduct comprehensive, accurate, standardized and reproducible assessments of each resident's functional capacity using a resident assessment instrument specified by the state. The resident assessment instrument consists of the MDS (minimum data set) and RAPs (resident assessment protocols). The MDS is a functionally based assessment tool, while RAPs use MDS assessment information to identify potential problem areas for nursing home follow-up. Also, RAPs contain guidelines to help identify key causal or contributing factors to consider in developing, reviewing, and revising a resident's care plan.

[DQA \(Division of Quality Assurance\)](#) can provide more information about the resident assessment instrument, including a training manual and a reference guide.

Topic #200

## Confidentiality and Proper Disposal of Records

ForwardHealth supports member rights regarding the confidentiality of health care and other related records, including an applicant or member's billing information or medical claim records. An applicant or member has a right to have this information safeguarded, and the provider is obligated to protect that right. Use or disclosure of any information concerning an applicant or member (including an applicant or member's billing information or medical claim records) for any purpose not connected with program administration is prohibited unless authorized by the applicant or member (program administration includes contacts with third-party payers that are necessary for pursuing third-party payment and the release of information as ordered by the court).

Federal HIPAA (Health Insurance Portability and Accountability Act of 1996) Privacy and Security regulations establish requirements regarding the confidentiality and proper disposal of health care and related records containing PHI (protected health information). These requirements apply to all providers (who are considered "covered entities") and their business associates who create, retain, and dispose of such records.

For providers and their business partners who are not subject to HIPAA, Wisconsin confidentiality laws have similar requirements pertaining to proper disposal of health care and related records.

## HIPAA Privacy and Security Regulations

### Definition of Protected Health Information

As defined in the HIPAA privacy and security regulations, PHI is protected health information (including demographic information) that:

- Is created, received, maintained, or transmitted in any form or media.
- Relates to the past, present, or future physical or mental health or condition of an individual, the provision of health care to an individual, or the payment for the provision of health care to an individual.
- Identifies the individual or provides a reasonable basis to believe that it can be used to identify the individual.

A member's name combined with their member identification number or Social Security number is an example of PHI.

### Requirements Regarding "Unsecured" Protected Health Information

Title XIII of the American Recovery and Reinvestment Act of 2009 (also known as the HITECH (Health Information Technology for Economic and Clinical Health) Act) included a provision that significantly expanded the scope, penalties, and compliance

challenges of HIPAA. This provision imposes new requirements on covered entities and their business associates to notify patients, the federal government, and the media of breaches of "unsecured" PHI (refer to 45 C.F.R. Parts 160 and 164 and § 13402 of the HITECH Act).

Unsecured PHI is PHI that has not been rendered unusable, unreadable, or indecipherable to unauthorized individuals through the use of physical destruction approved by the U.S. HHS (Department of Health and Human Services). According to HHS, destruction is the only acceptable method for rendering PHI unusable, unreadable, or indecipherable.

As defined by federal law, unsecured PHI includes information in **any** medium, not just electronic data.

### **Actions Required for Proper Disposal of Records**

Under the HIPAA privacy and security regulations, health care and related records containing PHI must be disposed of in such a manner that they cannot be reconstructed. This includes ensuring that the PHI is secured (i.e., rendered unusable, unreadable, or indecipherable) prior to disposal of the records.

To secure PHI, providers and their business associates are required to use one of the following destruction methods approved by the HHS:

- Paper, film, labels, or other hard copy media should be shredded or destroyed such that the PHI cannot be read or otherwise reconstructed.
- Electronic media should be cleared, purged, or destroyed such that the PHI cannot be retrieved according to National Institute of Standards and Technology Special Publication 800-88, Guidelines for Media Sanitization, which can be found on the [NIST \(National Institute of Standards and Technology\) website](#).

For more information regarding securing PHI, providers may refer to [Health Information Privacy](#) on the HHS website.

## **Wisconsin Confidentiality Laws**

Wis. Stat. § [134.97](#) requires providers and their business partners who are not subject to HIPAA regulations to comply with Wisconsin confidentiality laws pertaining to the disposal of health care and related records containing PHI.

Wis. Stat. § [146.836](#) specifies that the requirements apply to "all patient health care records, including those on which written, drawn, printed, spoken, visual, electromagnetic or digital information is recorded or preserved, regardless of physical form or characteristics." Paper **and** electronic records are subject to Wisconsin confidentiality laws.

### **"Personally Identifiable Data" Protected**

According to Wis. Stat. § [134.97\(1\)\(e\)](#), the types of records protected are those containing "personally identifiable data."

As defined by the law, personally identifiable data is information about an individual's medical condition that is not considered to be public knowledge. This may include account numbers, customer numbers, and account balances.

### **Actions Required for Proper Disposal of Records**

Health care and related records containing personally identifiable data must be disposed of in such a manner that no unauthorized person can access the personal information. For the period of time between a record's disposal and its destruction, providers and their business partners are required to take actions that they reasonably believe will ensure that no unauthorized person will have access to the personally identifiable data contained in the record.

### **Businesses Affected**

Wis. Stat. §§ [134.97](#) and [134.98](#), governing the proper disposal of health care and related records, apply to medical businesses as well as financial institutions and tax preparation businesses. For the purposes of these requirements, a medical business is any for-profit or nonprofit organization or enterprise that possesses information — other than personnel records — relating to a person's physical or mental health, medical history, or medical treatment. Medical businesses include sole proprietorships, partnerships, firms, business trusts, joint ventures, syndicates, corporations, limited liability companies, or associates.

## **Continuing Responsibilities for All Providers After Ending Participation**

Ending participation in a ForwardHealth program does not end a provider's responsibility to protect the confidentiality of health care and related records containing PHI.

Providers who no longer participate in a ForwardHealth program are responsible for ensuring that they and their business associates/partners continue to comply with all federal and state laws regarding protecting the confidentiality of members' PHI. Once record retention requirements expire, records must be disposed of in such a manner that they cannot be reconstructed — according to federal and state regulations — in order to avoid penalties.

All ForwardHealth providers and their business associates/partners who cease practice or go out of business should ensure that they have policies and procedures in place to protect all health care and related records from any unauthorized disclosure and use.

## **Penalties for Violations**

Any covered entity provider or provider's business associate who violates federal HIPAA regulations regarding the confidentiality and proper disposal of health care and related records may be subject to criminal and/or civil penalties, including any or all of the following:

- Fines up to \$1.5 million per calendar year
- Jail time
- Federal HHS Office of Civil Rights enforcement actions

For entities not subject to HIPAA, Wis. Stat. § [34.97\(4\)](#) imposes penalties for violations of confidentiality laws. Any provider or provider's business partner who violates Wisconsin confidentiality laws may be subject to fines up to \$1,000 per incident or occurrence.

For more specific information on the penalties for violations related to members' health care records, providers should refer to § 13410(d) of the HITECH Act, which amends 42 USC § 1320d-5, and Wis. Stat. §§ [134.97\(3\)](#), [\(4\)](#) and [146.84](#).

Topic #3232

# **Documentation for ICF/IID or FDD Services**

## **Physician Certification**

A physician must certify that ICF/IID (Intermediate Care Facility for Individuals with Intellectual Disabilities) or FDD (Facility for the Developmentally Disabled) services are needed. This certification is made at the time of admission, or if an individual applies for Wisconsin Medicaid or BadgerCare Plus while in a nursing home, before reimbursement can occur. Recertification by a physician must occur at periodic intervals after initial certification.

## **Individual Written Plan of Care**

Prior to initial admission to an ICF or FDD, the attending physician must establish a written POC (plan of care) for each member. The POC must include all of the following:

- A diagnosis
- Symptoms
- Complaints and complications indicating the need for admission
- A description of the member's functional level
- Objectives
- Orders for medications
- Treatments
- Restorative and rehabilitative services
- Activities
- Social services and diet
- Plans for continuing care
- Plans for discharge

The attending physician and other personnel involved in the member's care must review the POC at least every 60 days.

Topic #201

## Financial Records

According to Wis. Admin. Code § [DHS 106.02\(9\)\(c\)](#), a provider is required to maintain certain financial records in written or electronic form.

Topic #202

## Medical Records

A dated clinician's signature must be included in all medical notes. According to Wis. Admin. Code § [DHS \(Department of Health Services\) 106.02\(9\)\(b\)](#), a provider is required to include certain written documentation in a member's medical record.

Topic #199

## Member Access to Records

Providers are required to allow members access to their health care records, including those related to ForwardHealth services, maintained by a provider in accordance with Wisconsin Statutes, excluding billing statements.

## Fees for Health Care Records

Per Wis. Stat. § [146.83](#), 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 Wis. Stat. § [146.81\(4\)](#), health care records are all records related to the health of a patient prepared by, or under the supervision of, a health care provider.

Providers are limited to charging members enrolled in state-funded health care programs 25 percent of the applicable fees for providing one set of copies of the member's health care records.

*Note:* A provider may charge members 100 percent of the applicable fees for providing a second or additional set of copies of the member's health care records.

The Wisconsin DHS (Department of Health Services) adjusts the [amounts](#) a provider may charge for providing copies of a member's health care records yearly per Wis. Stat. § [146.83\(3f\)\(c\)](#).

Topic #16157

## Policy Requirements for Use of Electronic Signatures on Electronic Health Records

For ForwardHealth policy areas where a signature is required, electronic signatures are acceptable as long as the signature meets the requirements. When ForwardHealth policy specifically states that a handwritten signature is required, an electronic signature will not be accepted. When ForwardHealth policy specifically states that a written signature is required, an electronic signature will be accepted.

Reimbursement for services paid to providers who do not meet all electronic signature requirements may be subject to recoupment.

### Electronic Signature Definition

An electronic signature, as stated in Wis. Stats. § [137.11\(8\)](#), is "an electronic sound, symbol, or process attached to or logically associated with a record and executed or adopted by a person with the intent to sign the record."

Some examples include:

- Typed name (performer may type their complete name)
- Number (performer may type a number unique to them)
- Initials (performer may type initials unique to them)

All examples above must also meet all of the electronic signature requirements.

### Benefits of Using Electronic Signatures

The use of electronic signatures will allow providers to:

- Save time by streamlining the document signing process.
- Reduce the costs of postage and mailing materials.
- Maintain the integrity of the data submitted.
- Increase security to aid in non-repudiation.

### Electronic Signature Requirements

By following the general electronic signature requirements below, the use of electronic signatures provides a secure alternative to written signatures. These requirements align with HIPAA (Health Insurance Portability and Accountability Act of 1996) Privacy Rule guidelines.

#### General Requirements

When using an electronic signature, all of the following requirements must be met:

- The electronic signature must be under the sole control of the rendering provider. Only the rendering provider or designee has the authority to use the rendering provider's electronic signature. Providers are required to maintain documentation that shows the electronic signature that belongs to each rendering provider if a numbering or initial system is used (e.g., what number is assigned to a specific rendering provider). This documentation must be kept confidential.
- The provider is required to have current policies and procedures regarding the use of electronic signatures. The Wisconsin DHS (Department of Health Services) recommends the provider conduct an annual review of policies and procedures with those using electronic signatures to promote ongoing compliance and to address any changes in the policies and procedures.
- The provider is required to conduct or review a security risk analysis in accordance with the requirements under 45 CFR s. 164.308(a)(1).
- The provider is required to implement security updates as necessary and correct identified security deficiencies as part of its risk management process.
- The provider is required to establish administrative, technical, and physical safeguards in compliance with the HIPAA Security Rule.

## Electronic Health Record Signature Requirements

An EHR (electronic health record) that utilizes electronic signatures must meet the following requirements:

- The certification and standard criteria defined in the Health Information Technology Initial Set of Standards, Implementation Specifications, Certification Criteria for Electronic Health Record Technology Final Rule (45 CFR Part 170) and any revisions including, but not limited to, the following:
  - Assign a unique name and/or number for identifying, tracking user identity, and establishing controls that permit only authorized users to access electronic health information.
  - Record actions related to electronic health information according to the standard set forth in 45 CFR s. 170.210.
  - Enable a user to generate an audit log for a specific time period. The audit log must also have the ability to sort entries according to any of the elements specified in the standard 45 CFR s. 170.210.
  - Verify that a person or entity seeking access to electronic health information is the one claimed and is authorized to access such information.
  - Record the date, time, patient identification, and user identification when electronic health information is created, modified, accessed, or deleted. An indication of which action(s) occurred and by whom must also be recorded.
  - Use a hashing algorithm with a security strength equal to or greater than SHA-1 (Secure Hash Algorithm 1) as specified by the NIST (National Institute of Standards and Technology) in FIPS PUB 180-3 (October 2008) to verify that electronic health information has not been altered. (Providers unsure whether or not they meet this guideline should contact their IT (Information Technology) and/or security/privacy analyst.)
- Ensure the EHR provides:
  - Nonrepudiation — assurance that the signer cannot deny signing the document in the future
  - User authentication — verification of the signer's identity at the time the signature was generated
  - Integrity of electronically signed documents — retention of data so that each record can be authenticated and attributed to the signer
  - Message integrity — certainty that the document has not been altered since it was signed
  - Capability to convert electronic documents to paper copy — the paper copy must indicate the name of the individual who electronically signed the form as well as the date electronically signed
- Ensure electronically signed records created by the EHR have the same back-up and record retention requirements as paper records.

Topic #203

## Preparation and Maintenance of Records

All providers who receive payment from Wisconsin Medicaid, including state-contracted MCOs (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 Wis. Admin. Code § [DHS 106.02\(9\)\(a\)](#). This required maintenance of records is typically required by any third-party insurance company and is not unique to ForwardHealth.

Topic #204

## Record Retention

Providers are required to retain documentation, including medical and financial records, for a period of not less than five years from the date of payment, except RHCs (rural health clinics), which are required to retain records for a minimum of six years from the date of payment.

According to Wis. Admin. Code § [DHS 106.02\(9\)\(d\)](#), providers are required to retain all evidence of billing information.

Ending participation as a provider does not end a provider's responsibility to retain and provide access to fully maintained records unless an alternative arrangement of record retention and maintenance has been established.

## Maintaining Confidentiality of Records

Ending participation in a ForwardHealth program does not end a provider's responsibility to protect the confidentiality of health care and related records containing PHI (protected health information).

Providers who no longer participate in a ForwardHealth program are responsible for ensuring that they and their business associates/partners continue to comply with all federal and state laws regarding protecting the confidentiality of members' PHI. Once record retention requirements expire, records must be disposed of in such a manner that they cannot be reconstructed — according to federal and state regulations — in order to avoid penalties. For more information on the proper disposal of records, refer to [Confidentiality and Proper Disposal of Records](#).

All ForwardHealth providers and their business associates/partners who cease practice or go out of business should ensure that they have policies and procedures in place to protect all health care and related records from any unauthorized disclosure and use.

## Reviews and Audits

The Wisconsin DHS (Department of Health Services) periodically reviews provider records. DHS has the right to inspect, review, audit, and photocopy the records. Providers are required to permit access to any requested record(s), whether in written, electronic, or micrographic form.

Topic #205

## Records Requests

Requests for billing or medical claim information regarding services reimbursed by Wisconsin Medicaid may come from a variety of individuals including attorneys, insurance adjusters, and members. Providers are required to notify ForwardHealth when releasing billing information or medical claim records relating to charges for covered services except in the following instances:

- 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 a member, the provider is required to do the following:

1. Send a copy of the requested billing information or medical claim records to the requestor.
2. Send a letter containing the following information to ForwardHealth:
  - Member's name
  - Member's ForwardHealth identification number or SSN (Social Security number), if available
  - Member's DOB (date of birth)
  - DOS (date of service)
  - Entity requesting the records, including name, address, and telephone number

The letter must be sent to the following address:

Wisconsin Casualty Recovery — HMS  
 Ste 100  
 5615 Highpoint Dr  
 Irving TX 75038-9984

## Request From an Attorney, Insurance Company, or Power of Attorney

If the request for a member's billing information or medical claim records is from an attorney, insurance company, or power of attorney, the provider is required to do the following:

1. Obtain a release signed by the member or authorized representative.
2. Furnish the requested material to the requester, marked "BILLED TO FORWARDHEALTH" or "TO BE BILLED TO FORWARDHEALTH," with a copy of the release signed by the member or authorized representative. Approval from ForwardHealth is not necessary.
3. Send a copy of the material furnished to the requestor, along with a copy of their original request and medical authorization release to:

Wisconsin Casualty Recovery — HMS  
 Ste 100  
 5615 Highpoint Dr  
 Irving TX 75038-9984

## Request for Information About a Member Enrolled in a State-Contracted Managed Care Organization

If the request for a member's billing information or medical claim records is for a member enrolled in a state-contracted MCO (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) § 4311, a dual eligible has the right to request and receive an itemized statement from their Medicare-enrolled health care provider. The Act requires the provider to furnish the requested information to the member. The Act does **not** require the provider to notify ForwardHealth.

Topic #1646

## **Release of Billing Information to Government Agencies**

Providers are permitted to release member information without informed consent when a written request is made by Wisconsin 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

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Topic #220

### Accommodating Members With Disabilities

All providers, including ForwardHealth providers, operating an existing public accommodation have requirements under [Title III of the Americans with Disabilities Act of 1990 \(nondiscrimination\)](#).

Topic #219

### Civil Rights Compliance (Nondiscrimination)

Providers are required to comply with all federal laws relating to Title XIX of the Social Security Act and state laws pertinent to ForwardHealth, including the following:

- 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 5 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 C.F.R. 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 Wisconsin 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 of 1990, any provider that operates an existing public accommodation has four specific requirements:

1. Remove barriers to make their 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-enrolled agencies for services. Providers are legally, programmatically, and fiscally responsible for the services provided by their contractors and their contractors' services.

When contracting services, providers are required to ensure contracted agencies are qualified to provide services, meet all ForwardHealth and program requirements, and maintain records in accordance with the requirements for the provision of services.

Medicaid requirements do not relieve contracted agencies of their own regulatory requirements. Contracted agencies are required to continue to meet their own regulatory requirements, in addition 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-enrolled providers have responsibilities that include, but are not limited to, the following:

- Providing the same level and quality of care to ForwardHealth members as private-pay patients
- Complying with all state and federal laws related to ForwardHealth
- Obtaining PA (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 their records
- Monitoring contracted staff
- Accepting Medicaid reimbursement as payment in full for covered services
- Keeping provider information (i.e., address, business name) current
- Notifying ForwardHealth of changes in ownership
- Responding to Medicaid revalidation notifications
- Safeguarding member confidentiality
- Verifying member enrollment
- Keeping up-to-date with changes in program requirements as announced in ForwardHealth publications

Topic #217

## Keeping Information Current

### Changes That Require ForwardHealth Notification

Providers are required to notify ForwardHealth of any changes to their demographic information, including the following, as they occur:

- [Address\(es\)](#) — practice location and related information, mailing, PA (prior authorization), and/or financial

*Note:* Health care providers who are federally required to have an NPI (National Provider Identifier) are cautioned that changes to their practice location address on file with ForwardHealth may alter their ZIP+4 code information that is required on transactions.

- Business name
- Contact name
- Federal Tax ID number (IRS (Internal Revenue Service) number)
- Group affiliation
- Licensure
- NPI
- [Ownership](#)
- Professional certification
- [Provider specialty](#)
- Supervisor of nonbilling providers
- [Taxonomy code](#)
- Telephone number, including area code

Failure to notify ForwardHealth of changes may result in the following:

- Incorrect reimbursement

- Misdirected payment
- Claim denial
- Suspension of payments or cancellation of provider file if provider mail is returned to ForwardHealth for lack of a current address

Entering new information on a claim form or PA request is **not** adequate notification of change.

## Notifying ForwardHealth of Changes

Providers can notify ForwardHealth of changes using the [demographic maintenance tool](#).

## Providers Enrolled in Multiple Programs

If demographic information changes, providers enrolled in multiple programs (e.g., Wisconsin Medicaid and WCDP (Wisconsin Chronic Disease Program)) will need to change the demographic information for each program. By toggling between accounts using the Switch Organization function of the Portal, providers who have a Portal account for each program can change their information for each program using the demographic maintenance tool. The [Account User Guide](#) provides specific information about switching organizations.

## Providers Licensed or Certified by the Division of Quality Assurance

Providers licensed or certified by the DQA (Division of Quality Assurance) are required to notify the DQA of changes to physical address, changes of ownership, and facility closures by emailing [Lisa.Imhof@dhs.wisconsin.gov](mailto:Lisa.Imhof@dhs.wisconsin.gov).

Topic #577

## Legal Framework

The following laws and regulations provide the legal framework for BadgerCare Plus, Medicaid, and Wisconsin Well Woman Medicaid:

- Federal Law and Regulation:
  - Law — United States Social Security Act; Title XIX (42 US Code ss. 1396 and following) and Title XXI
  - Regulation — Title 42 C.F.R. Parts 430-498 and Parts 1000-1008 (Public Health)
- Wisconsin Law and Regulation:
  - Law — Wis. Stat. §§ [49.43-49.499](#), [49.665](#), and [49.473](#)
  - Regulation — Wis. Admin. Code chs. [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 Wisconsin DHS (Department of Health Services). Within DHS, DMS (Division of Medicaid Services) is directly responsible for managing these programs.

Topic #3231

## Nursing Home Services

Wis. Stat. §§ [50.01](#) and [49.45\(6m\)](#) and Wis. Admin. Code § [DHS 107.09](#) provide the legal framework for nursing home services.

Topic #17097

## Licensure Information

Licensed providers are required to keep all licensure information, including license number, grant and expiration dates, and physical location as applicable (e.g., hospital providers), current with ForwardHealth.

If providers do not keep their licensure information, including their license number, current with ForwardHealth, any of the following may occur:

- Providers' enrollment may be deactivated. As a result, providers would not be able to submit claims or PA (prior authorization) requests or be able to function as [prescribing/referring/ordering providers](#), if applicable, until they update their licensure information.
- Providers may experience a lapse in enrollment. If a lapse occurs, providers may need to re-enroll, which may result in another application fee being assessed.

Providers may change the grant and expiration dates for their current license(s) and enter information for a new license(s), such as the license number, licensing state, and grant and expiration dates, using the [demographic maintenance tool](#). After entering information for their new license(s), some providers (e.g., out-of-state providers) will also be required to upload a copy of their license using the demographic maintenance tool. Provided licensure information must correspond with the information on file with the applicable licensing authority.

In some cases, ForwardHealth will need to verify licensure information with the applicable licensing authority, which may take up to 10 business days after submission. Providers updating their license information should plan accordingly so that they do not experience any of the indicated interruptions in enrollment. If provided licensure information (e.g., grant and expiration dates) does not correspond with the licensing authority's information, the licensing authority's information will be retained and will display in the demographic maintenance tool once verified by ForwardHealth.

Topic #3230

## Notification of Death or Discharge

Nursing homes are required to send notification of a member's death or discharge from the nursing home to the member's certifying agency; that is, the agency that enrolled the member in Wisconsin Medicaid or BadgerCare Plus. The certifying agency then is responsible for updating the member's information.

Nursing homes are also required to notify the DQA (Division of Quality Assurance) [regional office](#) of a member's death or discharge from the nursing home. This notification must include the following:

- The member's name and member identification number
- The member's date of birth
- The date of death or discharge
- The nursing home's NPI (National Provider Identifier)

Finally, nursing homes are required to notify the Wisconsin DHS (Department of Health Services) Estate Recovery Program within 30 days of a member's death if the Estate Recovery Program applies. If the Estate Recovery Program applies, the nursing home is required to send the [Wisconsin Notification of Death – Accounting of Estate Funds \(F-01844 \(03/17\)\)](#) form to the Wisconsin DHS Estate Recovery Program.



Topic #3229

# Nurse Aide Training and Testing

## Overview

All CNAs (certified nursing assistants) employed by a nursing home must be included on the Nurse Aide Registry maintained by the DQA (Division of Quality Assurance) within four months of the date of hire by the nursing home. New aides must meet specific training requirements and pass a competency evaluation before they can be included on the registry. Complete information on the training and testing of new aides, and those aides currently listed on the registry is available from the [DQA](#).

Wisconsin Medicaid separately reimburses NFs (nursing facilities) for the cost of training and competency testing of CNAs they have hired. This includes training and testing provided through any DQA-approved program. Wisconsin Medicaid reimburses training and testing once for each aide, unless the aide has not worked in a nursing or nursing-related capacity for more than two years. In this situation, the aide must be retested. Wisconsin Medicaid reimburses providers for this cost, but only after the aide is listed on the registry.

NFs request reimbursement for CNA training and testing using the [Nurse Aide Training and Competency Test Reimbursement Request \(F-01013 \(11/18\)\)](#) form.

ICF/IIDs (Intermediate Care Facilities for Individuals with Intellectual Disabilities) are not eligible for separate reimbursement for the cost of training and testing of nurse aides because these costs are covered in the ICF/IID daily rate.

By federal law, nurse aides are not to bear any cost of training or testing. Therefore, nursing homes that hire aides who have, within the past 12 months, independently completed a training program, must reimburse the aides for the training and testing expenses. Payment must be made within 12 months of hire.

[Frequently asked questions](#) regarding nurse aide training and testing are available.

## Competency Testing Deadline

Prospective CNAs have 365 days from the date they complete their classroom/clinical requirements to pass the competency test. Therefore, the training completion date on the reimbursement request must be within 365 days of the date they passed the competency test. If the training completion date on a reimbursement request is more than 365 days prior to the competency test date or after the competency test date, the training portion of the reimbursement request will deny. If the competency test date is invalid or incorrect, the entire request will be denied.

The training completion date is the date a CNA completes his or her classroom and clinical requirements. The competency test date is the date a CNA passes the competency test.

## Reimbursement Eligibility Timelines

### Certified Nursing Assistants

A CNA is eligible to receive partial reimbursement of training and/or testing costs if they are hired by a Medicaid-enrolled NF within 365 days of their certification (test) date. If the timeframe between the certification/recertification (test) date and hire date exceeds 365 days, the CNA's eligibility for reimbursement has expired and the request will deny.

### Nursing Facilities

If a CNA's competency test date is after their hire date, the NF has 365 days from the test date to submit a reimbursement request to Wisconsin Medicaid. If a request is received more than 365 days from the test date, the request will deny.

If a CNA's competency test date is prior to their hire date and within 365 days of the hire date, the NF has 365 days from the hire date to submit a reimbursement request to Wisconsin Medicaid. If a request is received more than 365 days from the hire date, the request will deny.

If an NF is late in submitting a reimbursement request, Wisconsin Medicaid still requires the NF to reimburse the CNA.

The NF has up to 365 days from the hire date to reimburse a CNA the maximum required amount. This is referred to in federal regulation 42 CFR Part 483.152(c)(2) as *pro rata*. If a CNA becomes certified after they are hired by the NF, reimbursement should be made within 365 days of their certification date.

## Nurse Aide Training and Testing Reimbursement Frequently Asked Questions

**Q:** Who is eligible to submit a request to Wisconsin Medicaid for nurse aide training and testing reimbursement?

**A:** Only Medicaid-certified nursing facilities (NFs) are eligible for this reimbursement.

**Q:** How does Wisconsin Medicaid determine the amount of reimbursement for which an NF is eligible?

**A:** Wisconsin Medicaid has established a Medicaid Maximum Cap (Max Cap), which determines the maximum amount Wisconsin Medicaid will reimburse an NF for certified nursing assistant (CNA) training and testing costs, as well as a maximum amount an NF is required to reimburse a CNA. Currently, the Max Cap for training is \$225.00 and \$61.50 for the competency test.

Nursing facilities receive a percentage of these Max Caps based on their Medicaid utilization percentage, which is Medicaid patient days divided by total patient days. The Max Cap ensures that training and testing costs are properly allocated between Medicaid, Medicare, and private pay residents.

Refer to the following table for the ratio of an NF's Medicaid utilization to its percentage of the Max Cap:

<b>Nurse Aide Training and Competency Evaluation Program Reimbursement Methodology</b>	
<b>Medicaid Utilization</b>	<b>Percentage of Max Cap</b>
90.0% – 100.0%	100%
80.0% – 89.9%	90%
70.0% – 79.9%	80%
60.0% – 69.9%	70%
50.0% – 59.9%	60%
0.0% – 49.9%	50%

**Q:** How often does Wisconsin Medicaid review an NF's Medicaid utilization?

**A:** Annually. The NF's most current Medicaid cost report is reviewed to determine if the NF's Medicaid utilization has increased or decreased enough to require a change in the NF's reimbursement percentage. The annual effective date for any change is July 1.

**Q:** When is an NF eligible for reimbursement?

**A:** An NF is eligible to request reimbursement when the NF incurred training and/or testing costs for an employee or when the employee incurred training and/or testing costs within *365 days* of his or her hire date.

Federal law 42 CFR Part 483.152(c)(1) states that no one who was employed by or received an offer of employment from an NF on the date on which he or she began a facility-based nurse aide training and competency evaluation program may be charged for any portion of the program, including textbook fees and other required course materials.

Many NFs with facility-based training programs do not hire prospective CNAs until the CNA has either completed the classroom/clinical requirements or passed the competency test. Nursing facilities should only submit a reimbursement request for a CNA they hire.

For example, an NF has a facility-based training program. The NF incurs the training costs and the student incurs the testing costs. If the NF hires the CNA, the NF is eligible for training reimbursement, and the CNA is eligible for testing reimbursement.

**Q:** When is a CNA eligible for reimbursement?

**A:** Federal regulation 42 CFR Part 483.152(c)(2) states that nurse aides are not to bear any cost of training or testing if they become employed by or receive an offer of employment from an NF within 12 months of completing a nurse aide training and competency evaluation program.

In order to be in compliance with this portion of the federal regulation, an NF is required to reimburse *up to the current Max Cap* any CNA who independently completes a CNA program within 365 days of his or her hire date. Even though an NF may not receive 100 percent of the Max Cap, they are required to reimburse the CNA the Max Cap if the CNA's training and testing costs are **equal to or greater than** the Max Cap.

**Q:** Which date(s) should an NF use to determine if a CNA it has hired is eligible for reimbursement?

**A:** The NF should compare the CNA's competency test date to his or her hire date. If the number of days between the test date and hire date exceeds 365, the CNA is no longer eligible for reimbursement.

**Q:** If a CNA incurs training and/or testing costs within 12 months of hire by an NF, how much is the NF required to reimburse the CNA?

**A:** If the CNA's training cost is \$495.00, the NF is required to reimburse the CNA the training Max Cap of \$225.00. If the CNA's testing cost is \$100.00, the NF is required to reimburse the CNA the test Max Cap of \$61.50.

**Q:** By what date is the NF required to reimburse a CNA?

**A:** An NF has up to 365 days from the hire date to reimburse a CNA who incurred training and/or testing costs within 365 days of his or her hire date. This is referred to in the federal regulation as *pro rata*. If an NF is late in submitting a reimbursement request to Wisconsin Medicaid and the request is denied, the NF is still required to reimburse the CNA.

**Q:** Does an NF need to include any receipts with a reimbursement request?

**A:** No.

**Q:** What should an NF review prior to submitting a reimbursement request?

**A:** The following are the points an NF should review prior to submitting a reimbursement request:

- Does the request contain a valid hire date?
- If the CNA incurred training and/or testing costs prior to his or her hire date, was the hire date within 365 days of the CNA's certification date?
- Is the training date the same as or prior to the test date?
- Is the request being submitted within 365 days of the latest date on the request, either the test date or hire date?
- Was the CNA's Social Security number (SSN) and competency test date verified through the Wisconsin Nurse Aide Registry Web site? An incorrect SSN or competency test date on a reimbursement request will result in a denial.
- Is the CNA's "Basis for Inclusion" *reciprocity*? This means the CNA trained/tested in another state and transferred to the Wisconsin Nurse Aide Registry in order to work as a CNA in Wisconsin. Prior to submitting a reimbursement request for a CNA whose basis for inclusion is reciprocity, NFs should contact the Division of Long Term Care at (608) 267-0996 to confirm that the CNA is eligible for reimbursement. Use the CNA's "Inclusion Date" for his or her "Competency Test Date" on the reimbursement request.

Topic #3228

## Preadmission Screening and Resident Review Level I Screening

### Overview

Federal regulations 42 C.F.R. §§ 483.20(f), 483.102(a), and 483.128(a) require that all individuals seeking admission to a Medicaid-enrolled NF (nursing facility) be screened to determine the presence of a major mental illness and/or developmental

disability. NFs fulfill this requirement by conducting a preadmission Level I screen for anyone who meets the definition of a "new admission." Federal regulation 42 C.F.R. §§ 483.106(b)(3) and (4)(i) does not require an NF to perform a preadmission Level I screen for a readmission or an interfacility transfer.

The [Reimbursement Request for a PASRR Level I Screen \(F-01012 \(08/17\)\)](#) is available to request reimbursement for performing a preadmission Level I screen.

## Types of Nursing Facility Admissions

**New Admission:** An individual is admitted to an NF from a private residence, either directly from that residence or via a hospital stay. If an individual transfers to an NF from a hospital, and their residence prior to that hospital stay was a private residence or an ICF/IID (Intermediate Care Facility for Individuals with Intellectual Disabilities), that is considered a new admission and a preadmission Level I screen is required.

**Readmission:** An individual transfers back to the NF after a hospital stay. The NF may consider the resident discharged from the NF during the time they were in the hospital, but it is still a readmission, not a new admission, if the resident transfers back to the NF from the hospital. A new Level I screen is not required.

However, if the resident is discharged to a private residence from the hospital and needs to return to an NF at a later time, that would be a new admission. A preadmission Level I screen would be required and would be reimbursable.

**Interfacility Transfer:** An individual transfers from one NF to another NF, with or without an intervening hospital stay. A new Level I screen is not required.

## Level I Reimbursement Policy

Providers may submit a reimbursement request according to the following guidelines:

- Only Level I screens conducted on individuals who meet the definition of a new admission are reimbursable.
- Do not submit reimbursement requests for individuals who are screened but not admitted. Verify the individual's admission status prior to submitting the request.
- Only one Level I screen is reimbursed per SSN (Social Security number) within a 15-day time frame.
- Level I screens conducted on current residents (i.e., change of status and readmissions) are not reimbursable.
- NFs have 365 days from the date of the screen to submit a reimbursement request to Wisconsin Medicaid.

Wisconsin Medicaid audits Level I screen payments to ensure compliance with Medicaid reimbursement guidelines.

## Reimbursement Amounts

NFs receive \$30.00 for each PASRR (Preadmission Screening and Resident Review) Level I screen performed prior to a new admission, regardless of whether the screened person was a Wisconsin Medicaid member or a private pay resident. Payments are issued to NFs monthly and are reported on the provider's RA (Remittance Advice). Payment and/or denial details are sent to NFs in a separate mailing.

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 855-699-6289. Refer to the [RAC website](#) for additional information regarding HMS RAC activities.

Topic #13277

## Reporting Suspected Waste, Fraud, and Abuse

The Wisconsin DHS (Department of Health Services) OIG (Office of Inspector General) investigates fraud and abuses including, but not limited to, the following:

- Billing Medicaid for services or equipment that were not provided
- Submitting false applications for a DHS-funded assistance program such as Medicaid, BadgerCare Plus, WIC (Special Supplemental Nutrition Program for Women, Infants, and Children), or FoodShare
- Trafficking FoodShare benefits
- Crime, misconduct, and/or mismanagement by a DHS employee, official, or contractor

Those who suspect fraudulent activity in Medicaid programs are required to notify the OIG if they have reason to believe that a person is misusing or abusing any DHS health care program or the ForwardHealth identification card.

Wisconsin Stat. § [49.49](#) defines actions that represent member misuse or abuse of benefits and the resulting sanctions that may be imposed. Providers are under no obligation to inform the member that they are misusing or abusing their benefits. A provider may not confiscate a ForwardHealth card from a member in question.

## Reporting Suspected Fraud and Abuse

Those who suspect any form of fraud, waste, or abuse of a program by providers, trading partners, billing services, agencies, or recipients of any government assistance program are required to report it. Those reporting allegations of fraud and abuse may remain anonymous. However, not providing contact information may prevent OIG from fully investigating the complaint if questions arise during the review process.

If a provider suspects that someone is committing fraudulent activities or is misusing his or her ForwardHealth card, the provider is required to notify ForwardHealth by one of the following methods:

- Going to the OIG fraud and abuse reporting [website](#)
- Calling the DHS fraud and abuse hotline at 877-865-3432

The following information is helpful when reporting fraud and abuse:

- A description of the fraud, waste, and/or abuse, including the nature, scope, and timeframe of the activity in question (The description should include sufficient detail for the complaint to be evaluated.)
- The names and dates of birth (or approximate ages) of the people involved, as well as the number of occurrences and length of the suspected activity
- The names and date(s) of other people or agencies to which the activity may have been reported

After the allegation is received, DHS OIG will evaluate it and take appropriate action. If the name and contact information of the person reporting the allegation was provided, the OIG may be in contact to verify details or ask for additional information.



# Prescription

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Topic #525

## General Requirements

It is vital that prescribers provide adequate supporting clinical documentation for a pharmacy or other dispensing providers to fill a prescription. Except as otherwise provided in federal or state law, a prescription must be in writing or given orally and later reduced to writing by the provider filling the prescription. The prescription must include the following information:

- The name, strength, and quantity of the drug or item prescribed
- The service required, if applicable
- 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) and date signed
- The directions for use of the prescribed drug, item, or service

## Drug Enforcement Agency Number Audits

All prescriptions for controlled substances must indicate the DEA (Drug Enforcement Agency) number of the prescriber on all prescriptions. DEA numbers are not required on claims or PAs (prior authorizations).

## Members in Hospitals and Nursing Homes

For hospital and nursing home members, prescriptions must be entered into the medical and nursing charts and must include the previously listed information. Prescription orders are valid for no more than one year from the date of the prescription except for controlled substances and prescriber-limited refills that are valid for shorter periods of time.

Topic #11117

## Opioid Monthly Prescription Fill Limit

[Opioid drugs](#) are limited to five prescription fills per calendar month for BadgerCare Plus, Wisconsin Medicaid, and SeniorCare members.

These limits do not affect members who are in a nursing home or hospice care.

The following drugs will be exempt from the opioid monthly prescription fill limit:

- Suboxone film and tablet
- Buprenorphine tablet
- Methadone solution
- Opioid antitussive liquid

## Prescriber Responsibilities

If a member enrolled in BadgerCare Plus, Medicaid, and SeniorCare require more than five opioid prescription fills in a month, the prescriber may request a policy override through the [DAPO \(Drug Authorization and Policy Override\) Center](#). An override is required for each opioid fill that exceeds the five prescription fill limit per calendar month.

When calling the DAPO Center to request a policy override for opioids, the following information must be provided:

- Prescriber's name and NPI (National Provider Identifier)
- Member's name and ID
- Pharmacy's name and telephone number where the member attempted to have the prescription filled
- Date the prescription was attempted to be filled
- Drug name, strength, and quantity
- Instructions for use

The DAPO Center will provide information to the prescriber regarding the member's recent medication history.

If the prescriber determines an override is medically necessary, the DAPO Center will record the override, and the prescriber should contact the member and the pharmacy. When contacting the member, the prescriber should use this opportunity to discuss the appropriate use of opioids.

If the prescriber decides that it is not medically necessary to override the opioid monthly prescription fill limit, the prescriber should contact the member and discuss follow-up care. If the override is not given, the prescriber should contact the pharmacy to have the prescription canceled.

## Pharmacy Responsibilities

When pharmacies are contacted by a prescriber and notified that an override is available, the pharmacy should submit the claim for the opioid. Pharmacies are responsible for submitting claims for opioids within three days of the override being obtained by the prescriber. If the pharmacy provider does not submit the claim within the three day time period, the claim will be denied.

*Note:* If the pharmacy provider contacts the DAPO Center to obtain an override, the DAPO Center will inform the pharmacy provider that the prescriber is responsible for obtaining the override.

If a prescriber does not override the opioid monthly prescription fill limit for members enrolled in BadgerCare Plus, Medicaid, or SeniorCare, the service is considered noncovered.

If a pharmacy has difficulty with claim submission related to the opioid monthly prescription limit, contact the DAPO Center.

## Exceptions

Opioid prescription fill limit exceptions are covered for members enrolled in BadgerCare Plus, Medicaid, and SeniorCare.

## Schedule III-V drugs

If the prescriber is unavailable, the DAPO Center will grant a 96-hour supply exception to exceed the opioid monthly prescription fill limit for a Schedule III-V drug if the following conditions are met:

- Member is enrolled in BadgerCare Plus, Medicaid, or SeniorCare.
- The pharmacy attempted to contact the prescriber (or the prescriber's agent) but the prescriber is unavailable (e.g., clinic is closed).
- The pharmacy must document on the prescription order that the prescriber is not available.
- The pharmacist confirmed that dispensing a 96-hour supply is medically necessary.
- A 96-hour supply exception was not previously granted within the current calendar month.

If the prescriber is unavailable and the DAPO Center is closed, then pharmacy providers may dispense a 96-hour supply if the following conditions are met:

- Member is enrolled in BadgerCare Plus, Medicaid, or SeniorCare.
- The pharmacy attempted to contact the prescriber (or the prescriber's agent), but the prescriber is unavailable (e.g., clinic is closed).
- The pharmacy must document on the prescription order that the prescriber is not available.
- The pharmacist confirmed that dispensing a 96-hour supply is medically necessary.
- A 96-hour supply exception was not previously granted within the current calendar month.

Only one 96-hour supply exception for opioid drugs is allowed per calendar month. Once the DAPO Center is open, the pharmacy must call to obtain the 96-hour supply exception.

The 96-hour supply exception may be retroactive up to five days (i.e., back dated).

If a 96-hour supply exception has already been provided in the same calendar month, the prescription is a noncovered service.

## Schedule II Drugs

If the prescriber is unavailable, the DAPO Center may grant an exception for a Schedule II drug if the following conditions are met:

- Member is enrolled in BadgerCare Plus, Medicaid, or SeniorCare.
- The pharmacy attempted to contact the prescriber (or the physician's agent), but the prescriber is unavailable (e.g., clinic is closed).
- The pharmacy must document on the prescription order that the prescriber is not available.
- The pharmacist confirmed that it is medically necessary to dispense the drug.
- An exception for Schedule II drugs was not previously granted within the current calendar month.
- The pharmacist may dispense the full quantity indicated on the prescription order.

If the prescriber is unavailable and the DAPO Center is closed, the pharmacy may dispense an exception for a Schedule II drug if the following conditions are met:

- Member is enrolled in BadgerCare Plus, Medicaid, or SeniorCare.
- The pharmacy attempted to contact the prescriber (or the physician's agent), but the prescriber is unavailable (e.g., clinic is closed).
- The pharmacy documented on the prescription order that the prescriber is not available.
- The pharmacist confirmed that it is medically necessary to dispense the drug.
- The pharmacist may dispense the full quantity indicated on the prescription order.

Pharmacy providers are required to submit a [Noncompound Drug Claim \(F-13072 \(04/17\)\)](#) form, with a [Pharmacy Special Handling Request \(F-13074 \(04/14\)\)](#) form, indicating the following:

- The drug dispensed was a Schedule II drug and the opioid monthly prescription fill limit was exceeded.
- The pharmacy attempted to contact the prescriber (or the physician's agent), but the prescriber is unavailable (e.g., clinic is closed).
- The pharmacist is required to provide justification why it was medically necessary to dispense the Schedule II opioid before discussing with the prescriber an exception to the opioid monthly prescription fill limit.

Only one exception for Schedule II opioid is allowed per calendar month.

If a Schedule II opioid exception has already been provided in the same calendar month, the prescription is a noncovered service.

Topic #523

## Prescriber Information for Drug Prescriptions

Most legend and certain OTC (over-the-counter) drugs are covered. (A legend drug is one whose outside package has the legend or phrase "Caution, federal law prohibits dispensing without a prescription" printed on it.)

Coverage for some drugs may be restricted by one of the following policies:

- PDL (Preferred Drug List)
- PA (prior authorization)
- BBG (brand before generic) drugs that require PA
- BMN (brand medically necessary) drugs that require PA
- Diagnosis-restricted drugs
- Age-restricted and gender-restricted drugs

Prescribers are encouraged to write prescriptions for drugs that do not have restrictions; however, processes are available to obtain reimbursement for medically necessary drugs that do have restrictions.

For the most current prescription drug information, refer to the [pharmacy data tables](#). Providers may also call [Provider Services](#) for more information.

### Preferred Drug List

Most preferred drugs on the [PDL](#) do **not** require PA, although these drugs may have other restrictions (e.g., age, diagnosis); non-preferred drugs **do** require PA. Prescribers are encouraged to write prescriptions for preferred drugs; however, a PA process is available for non-preferred drugs if the drugs are medically necessary. Prescribers are encouraged to try more than one preferred drug, if medically appropriate for the member, before prescribing a non-preferred drug.

### Prescriber Responsibilities for Non-preferred Drugs

Prescribers should determine the ForwardHealth benefit plan in which a member is enrolled before writing a prescription. If a member is enrolled in BadgerCare Plus, Medicaid, or SeniorCare, prescribers are encouraged to write prescriptions for preferred drugs. Prescribers are encouraged to prescribe more than one preferred drug before a non-preferred drug is prescribed.

If a non-preferred drug or a preferred drug that requires clinical PA is medically necessary for a member, the prescriber is required to complete a PA request for the drug. Prescribers are required to complete the appropriate [PA form](#) and submit it to the pharmacy provider where the prescription will be filled. When completing the PA form, prescribers are reminded to provide a handwritten signature and date on the form. PA request forms may be faxed or mailed to the pharmacy provider, or the member may carry the form with the prescription to the pharmacy provider. The pharmacy provider will use the completed form to submit a PA request to ForwardHealth. The prescriber is required to attest on the form that the member meets the clinical criteria for PA approval. Prescribers should not submit PA forms to ForwardHealth.

Prescribers and pharmacy providers are required to retain a completed copy of the PA form.

### Diagnosis-Restricted Drugs

Prescribers are required to include a diagnosis description on prescriptions for those [drugs that are diagnosis-restricted](#).

### Prescribing Drugs Manufactured by Companies Who Have Not Signed the

## Rebate Agreement

By federal law, pharmaceutical manufacturers who participate in state Medicaid programs must sign a rebate agreement with CMS (Centers for Medicare and Medicaid Services). BadgerCare Plus, Medicaid, and SeniorCare will cover legend and specific categories of OTC products of manufacturers who have signed a rebate agreement.

*Note:* SeniorCare does not cover OTC drugs, except insulin.

ForwardHealth has identified [drug manufacturers who have signed the rebate agreement](#). By signing the rebate agreement, the manufacturer agrees to pay ForwardHealth a rebate equal to a percentage of its "sales" to ForwardHealth.

Drugs of companies choosing not to sign the rebate agreement, with few exceptions, are not covered. A Medicaid-enrolled pharmacy can confirm for prescribers whether or not a particular drug manufacturer has signed the agreement.

## Members Enrolled in BadgerCare Plus, Medicaid, or SeniorCare (Levels 1 and 2a)

BadgerCare Plus, Medicaid, and SeniorCare levels 1 and 2a may cover certain FDA (Food and Drug Administration)-approved legend drugs through the PA process even though the drug manufacturers did not sign rebate agreements.

Prescribers are required to complete the [appropriate section\(s\) of the PA/DGA \(Prior Authorization/Drug Attachment, F-11049 \(07/16\)\)](#) as it pertains to the drug being requested.

Included with the PA, the prescriber is required to submit documentation of medical necessity and cost-effectiveness that the non-rebated drug is the only available and medically appropriate product for treating the member. The documentation must include the following:

- A copy of the medical record or documentation of the medical history detailing the member's medical condition and previous treatment results
- Documentation by the prescriber that shows why other drug products have been ruled out as ineffective or unsafe for the member's medical condition
- Documentation by the prescriber that shows why the non-rebated drug is the most appropriate and cost-effective drug to treat the member's medical condition

If a PA request for a drug without a signed manufacturer rebate is approved, claims for drugs without a signed rebate agreement must be submitted on paper. Providers should complete and submit the [Noncompound Drug Claim \(F-13072 \(04/17\)\)](#) form indicating the actual NDC of the drug with the [Pharmacy Special Handling Request \(F-13074 \(04/14\)\)](#) form.

If a PA request for a drug without a signed manufacturer rebate is denied, the service is considered noncovered.

## Members Enrolled in SeniorCare (Levels 2b and 3)

PA is not available for drugs from manufacturers without a separate, signed SeniorCare rebate agreement for members in levels 2b and 3. PA requests submitted for drugs without a separate, signed SeniorCare rebate agreement for members in levels 2b and 3 will be returned to the providers unprocessed and the service will be noncovered. Members do not have appeal rights regarding returned PA requests for noncovered drugs.

## Drug Utilization Review System

The federal OBRA (Omnibus Budget Reconciliation Act) of 1990 (42 C.F.R. Parts 456.703 and 456.705) called for a DUR (Drug Utilization Review) program for all Medicaid-covered drugs to improve the quality and cost-effectiveness of member care.

ForwardHealth's prospective DUR system assists pharmacy providers in screening certain drug categories for clinically important potential drug therapy problems before the prescription is dispensed to the member. The DUR system checks the member's entire drug history regardless of where the drug was dispensed or by whom it was prescribed.

Diagnoses from medical claims are used to build a medical profile for each member. The prospective DUR system uses this profile to determine whether or not a prescribed drug may be inappropriate or harmful to the member. It is very important that prescribers provide up-to-date medical diagnosis information about members on medical claims to ensure complete and accurate member profiles, particularly in cases of disease or pregnancy.

*Note:* The prospective DUR system does not dictate which drugs may be dispensed; prescribers and pharmacists must exercise professional judgment.

## Prospective Drug Utilization Review's Impact on Prescribers

If a pharmacist receives an alert, a response is required before the drug can be dispensed to the member. This may require the pharmacist to contact the prescriber for additional information to determine if the prescription should be filled as written, modified, or cancelled. Prescribers should respond to inquiries, such as telephone calls or faxes, related to prescribed drugs from pharmacy providers.

## Drugs with Three-Month Supply Requirement

ForwardHealth has identified a [list of three-month supply drugs](#):

- Certain drugs are required to be dispensed in a three-month supply.
- Additional drugs are allowed to be dispensed in a three-month supply.

## Member Benefits

When it is appropriate for the member's medical condition, a three-month supply of a drug benefits the member in the following ways:

- Aiding compliance in taking prescribed generic, maintenance medications
- Reducing the cost of member copayments
- Requiring fewer trips to the pharmacy
- Allowing the member to obtain a larger quantity of generic, maintenance drugs for chronic conditions (e.g., hypertension)

Prescribers are encouraged to write prescriptions for a three-month supply when appropriate for the member.

## Prescription Quantity

A prescriber is required to indicate the appropriate quantity on the prescription to allow the dispensing provider to dispense the maintenance drug in a three-month supply. For example, if the prescription is written for "Hydrochlorothiazide 25 mg, take one tablet daily," the prescriber is required to indicate a quantity of 90 or 100 tablets on the prescription so the pharmacy provider can dispense a three-month supply. In certain instances, brand name drugs (e.g., oral contraceptives) may be dispensed in a three-month supply.

Pharmacy providers are not required to contact prescribers to request a new prescription for a three-month supply if a prescription has been written as a one-month supply with multiple or as needed (i.e., PRN (pro re nata)) refills.

ForwardHealth will not audit or recoup three-month supply claims if a pharmacy provider changes a prescription written as a one-month supply with refills as long as the total quantity dispensed per prescription does not exceed the total quantity authorized by the prescriber.

## Prescription Mail Delivery

Current Wisconsin law permits Wisconsin Medicaid-enrolled retail pharmacies to deliver prescriptions to members via the mail. Wisconsin Medicaid-enrolled retail pharmacies may dispense and mail any prescription or OTC medication to a Medicaid fee-for-service member at no additional cost to the member or Wisconsin Medicaid.

Providers are encouraged to use the mail delivery option if requested by the member, particularly for prescriptions filled for a three-month supply.

## Noncovered Drugs

The following drugs are not covered:

- Drugs that are identified by the FDA as LTE (less-than-effective) or identical, related, or similar to LTE drugs
- Drugs identified on the Wisconsin Negative Formulary
- Drugs manufactured by companies who have not signed the rebate agreement
- Drugs to treat the condition of ED (erectile dysfunction). Examples of noncovered drugs for ED are Viagra<sup>®</sup> and Cialis<sup>®</sup>.

## SeniorCare

[SeniorCare](#) is a prescription drug assistance program for Wisconsin residents who are 65 years of age or older and meet eligibility criteria. SeniorCare is modeled after Wisconsin Medicaid in terms of drug coverage and reimbursement, although there are a few differences. Unlike Medicaid, SeniorCare does not cover OTC drugs other than insulin.

Topic #4346

## Tamper-Resistant Prescription Pad Requirement

Section 7002(b) of the U.S. Troop Readiness, Veterans' Care, Katrina Recovery, and Iraq Accountability Appropriations Act of 2007 imposed a requirement on prescriptions paid for by Medicaid, SeniorCare, or BadgerCare fee-for-service. The law requires that all written or computer-generated prescriptions that are given to a patient to take to a pharmacy must be written or printed on tamper-resistant prescription pads or tamper-resistant computer paper. This requirement applies to prescriptions for both controlled and noncontrolled substances.

All other Medicaid policies and procedures regarding prescriptions continue to apply.

## Required Features for Tamper-Resistant Prescription Pads or Computer Paper

To be considered tamper-resistant, federal law requires that prescription pads/paper contain all three of the following characteristics:

- One or more industry-recognized features designed to prevent unauthorized copying of a completed or blank prescription form
- One or more industry-recognized features designed to prevent the erasure or modification of information written on the prescription by the prescriber
- One or more industry-recognized features designed to prevent the use of counterfeit prescription forms

## Exclusions to Tamper-Resistant Prescription Pad Requirement

The following are exclusions to the tamper-resistant prescription pad requirement:

- Prescriptions faxed directly from the prescriber to the pharmacy
- Prescriptions electronically transmitted directly from the prescriber to the pharmacy
- Prescriptions telephoned directly from the prescriber to the pharmacy
- Prescriptions provided to members in nursing facilities, ICF/IIDs (Intermediate Care Facilities for Individuals with Intellectual Disabilities), and other specified institutional and clinical settings to the extent that drugs are part of their overall rate (However, written prescriptions filled by a pharmacy outside the walls of the facility are subject to the tamper-resistant requirement.)

## **72-Hour Grace Period**

Prescriptions presented by patients on non-tamper-resistant pads or paper may be dispensed and considered compliant if the pharmacy receives a compliant prescription order within 72 hours.

## **Coordination of Benefits**

The federal law imposing these new requirements applies even when ForwardHealth is the secondary payer.

## **Retroactive ForwardHealth Eligibility**

If a patient becomes retroactively eligible for ForwardHealth, the federal law presumes that prescriptions retroactively dispensed were compliant. However, prospective refills will require a tamper-resistant prescription.

## **Penalty for Noncompliance**

Payment made to the pharmacy for a claim corresponding to a noncompliant order may be recouped, in full, by Wisconsin Medicaid.



## Provider Enrollment

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Topic #3044

### Border Status

Nursing homes are **not** eligible for border status.

Topic #899

### CLIA Certification or Waiver

Congress implemented CLIA (Clinical Laboratory Improvement Amendment) to improve the quality and safety of laboratory services. CLIA requires **all** laboratories and providers that perform tests (including waived tests) for health assessment or for the diagnosis, prevention, or treatment of disease or health impairment to comply with specific federal quality standards. This requirement applies even if only a single test is being performed.

#### CLIA Enrollment

The federal CMS (Centers for Medicare and Medicaid Services) sends CLIA enrollment information to ForwardHealth. The enrollment information includes CLIA identification numbers for all current laboratory sites. ForwardHealth verifies that laboratories are CLIA certified before Medicaid grants enrollment.

#### CLIA Regulations

ForwardHealth complies with the following federal regulations as initially published and subsequently updated:

- Public Health Service Clinical Laboratory Improvement Amendments of 1988
- Title 42 CFR Part 493, Laboratory Requirements

#### Scope of CLIA

CLIA governs all laboratory operations including the following:

- Accreditation
- Certification
- Fees
- Patient test management
- Personnel qualifications
- Proficiency testing
- Quality assurance.
- Quality control
- Records and information systems
- Sanctions
- Test methods, equipment, instrumentation, reagents, materials, supplies
- Tests performed

CLIA regulations apply to **all** providers who perform CLIA-monitored laboratory services, including, but not limited to, the following:

- Clinics
- HealthCheck providers
- Independent clinical laboratories
- Nurse midwives
- Nurse practitioners
- Osteopaths
- Physician assistants
- Physicians
- Rural health clinics

## CLIA Certification Types

The CMS regulations require providers to have a CLIA certificate that indicates the laboratory is qualified to perform a category of tests.

Clinics or groups with a single group billing certification, but multiple CLIA numbers for different laboratories, may wish to contact [Provider Services](#) to discuss various certification options. There are five types of CLIA certificates as defined by CMS:

1. **Certificate of Waiver.** This certificate is issued to a laboratory to perform only waived tests. The CMS website identifies the most current list of [waived procedures](#). BadgerCare Plus identifies allowable waived procedures in [maximum allowable fee schedules](#).
2. **Certificate for Provider-Performed Microscopy Procedures (PPMP).** This certificate is issued to a laboratory in which a physician, mid-level practitioner, or dentist performs no tests other than the microscopy procedures. This certificate permits the laboratory to also perform waived tests. The CMS website identifies the most current list of [CLIA-allowable provider-performed microscopy procedures](#). BadgerCare Plus identifies allowable provider-performed microscopy procedures in fee schedules.
3. **Certificate of Registration.** This certificate is issued to a laboratory and enables the entity to conduct moderate- or high-complexity laboratory testing, or both, until the entity is determined by survey to be in compliance with CLIA regulations.
4. **Certificate of Compliance.** This certificate is issued to a laboratory after an inspection that finds the laboratory to be in compliance with all applicable CLIA requirements.
5. **Certificate of Accreditation.** This is a certificate that is issued to a laboratory on the basis of the laboratory's accreditation by an accreditation organization approved by CMS. The six major approved accreditation organizations are:
  - The Joint Commission
  - CAP (College of American Pathologists)
  - COLA
  - American Osteopathic Association
  - American Association of Blood Banks
  - ASHI (American Society of Histocompatibility and Immunogenetics)

## Applying for CLIA Certification

Use the CMS 116 CLIA application to apply for program certificates. Providers may obtain CMS 116 forms from the [CMS website](#) or from the following address:

Division of Quality Assurance  
 Clinical Laboratory Section  
 1 W Wilson St  
 PO Box 2969  
 Madison WI 53701-2969

## Providers Required to Report Changes

Providers are required to notify Provider Enrollment within 30 days of any change(s) in ownership, name, location, or director. Also, providers are required to notify Provider Enrollment of changes in CLIA certificate types immediately and within six months when a specialty/subspecialty is added or deleted.

Providers may notify Provider Enrollment of changes by uploading supporting documentation using the [demographic maintenance tool](#) or by mailing supporting documentation to the following address:

Wisconsin Medicaid  
 Provider Enrollment  
 313 Blettner Blvd  
 Madison WI 53784

If a provider has a new certificate type to add to its certification information on file with ForwardHealth, the provider should upload or mail a copy of the new certificate. When a provider sends ForwardHealth a copy of a new CLIA certificate, the effective date on the certificate will become the effective date for CLIA certification on file with ForwardHealth.

Topic #3969

## Categories of Enrollment

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

- Billing/rendering provider
- Rendering-only provider
- Billing-only provider (including group billing)

Providers should refer to the service-specific information in the Online Handbook or the Information for Specific Provider Types page on the [Provider Enrollment Information home page](#) to identify which category of enrollment is applicable.

### Billing/Rendering Provider

Enrollment as a billing/rendering provider allows providers to identify themselves on claims (and other forms) as either the provider billing for the services or the provider rendering the services.

### Rendering-Only Provider

Enrollment as a rendering-only provider is given to those providers who practice under the professional supervision of another provider (e.g., physician assistants). Providers with a rendering provider enrollment cannot submit claims to ForwardHealth directly, but they have reimbursement rates established for their provider type. Claims for services provided by a rendering provider must include the supervising provider or group provider as the billing provider.

### Billing-Only Provider (Including Group Billing)

Enrollment as a billing-only provider is given to certain provider types when a separate rendering provider is required on claims.

### Group Billing

Groups of individual practitioners are enrolled as billing-only providers as an accounting convenience. This allows the group to receive one reimbursement, one RA (Remittance Advice), and the 835 (835 Health Care Claim Payment/Advice) transaction for covered services rendered by individual practitioners within the group.

Providers may not have more than one group practice enrolled in Wisconsin Medicaid with the same ZIP+4 code address, NPI (National Provider Identifier), and taxonomy code combination. Provider group practices located at the same ZIP+4 code address are required to differentiate their enrollment using an NPI or taxonomy code that uniquely identifies each group practice.

Individual practitioners within group practices are required to be Medicaid-enrolled because these groups are required to identify the provider who rendered the service on claims. Claims indicating these group billing providers that are submitted without a rendering provider are denied.

Topic #3235

## Definition

Nursing home is defined in Wis. Stat. [ch. 50](#) as: "a place which provides 24-hour services including board and room to three or more unrelated residents who, because of their mental or physical condition, require nursing care or personal care in excess of seven hours a week."

A nursing home that participates in Medicaid is called a nursing facility. A nursing facility that participates in both Medicaid and Medicare is called an SNF (skilled nursing facility).

Certified facilities, including distinct parts, that predominantly serve the developmentally disabled are called an ICF/IID (Intermediate Care Facility for Individuals with Intellectual Disabilities) or an FDD (Facility for the Developmentally Disabled).

Topic #14137

## Enrollment Requirements Due to the Affordable Care Act

In 2010, the federal government signed into law the ACA (Affordable Care Act), also known as federal health care reform, which affects several aspects of Wisconsin health care. ForwardHealth has been working toward ACA compliance by implementing some [new requirements for providers and provider screening processes](#). To meet federally mandated requirements, ForwardHealth is implementing changes in phases, the first of which began in 2012. A high-level list of the changes included under ACA is as follows:

- Providers are assigned a risk level of limited, moderate, or high. Most of the risk levels have been established by the federal CMS (Centers for Medicare and Medicaid Services) based on an assessment of potential fraud, waste, and abuse for each provider type.
- Providers are [screened according to their assigned risk level](#). Screenings are conducted during enrollment, reenrollment, and revalidation.
- Certain provider types are subject to an [application fee](#). This fee has been federally mandated and may be adjusted annually. The fee is used to offset the cost of conducting screening activities.
- Providers are required to undergo revalidation every three years.
- All [physicians and other professionals who prescribe, refer, or order services](#) are required to be enrolled as a participating Medicaid provider.
- Payment suspensions are imposed on providers based on a credible allegation of fraud.
- Providers are required to submit personal information about all persons with an [ownership or controlling interest, agents, and managing employees](#) at the time of enrollment, re-enrollment, and revalidation.

Topic #194

## In-State Emergency Providers and Out-of-State Providers

ForwardHealth requires all in-state emergency providers and out-of-state providers who render services to BadgerCare Plus, Medicaid, or SeniorCare members to be [enrolled](#) in Wisconsin Medicaid. Information is available regarding the enrollment options for [in-state emergency providers](#) and [out-of-state providers](#).

In-state emergency providers and out-of-state providers who dispense covered outpatient drugs will be assigned a [professional dispensing fee](#) reimbursement rate of \$10.51.

Topic #193

## Materials for New Providers

On an ongoing basis, providers should refer to the Online Handbook for the most current BadgerCare Plus, Medicaid, and ADAP (Wisconsin AIDS Drug Assistance Program) information. Future changes to policies and procedures are published in [ForwardHealth Updates](#).

Topic #4457

## Provider Addresses

ForwardHealth has the capability to store the following types of addresses and contact information:

- **Practice location address and related information.** This address is where the provider's office is physically located and where records are normally kept. Additional information for the practice location includes the provider's office telephone number and the telephone number for members' use. With limited exceptions, the practice location and telephone number for members' use are published in a provider directory made available to the public.
- **Mailing address.** This address is where ForwardHealth will mail general information and correspondence. Providers should indicate accurate address information to aid in proper mail delivery.
- **PA (prior authorization) address.** This address is where ForwardHealth will mail PA information.
- **Financial addresses.** Two separate financial addresses are stored for ForwardHealth. The checks address is where ForwardHealth will mail paper checks. The 1099 mailing address is where ForwardHealth will mail IRS Form 1099.

Providers may submit additional address information or modify their current information using the [demographic maintenance tool](#).

*Note:* Providers are cautioned that any changes to their practice location on file with Wisconsin Medicaid may alter their ZIP+4 code information required on transactions. Providers may verify the ZIP+4 code for their address on the [U.S. Postal Service website](#).

Topic #14157

## Provider Enrollment Information Home Page

ForwardHealth has consolidated all information providers will need for the enrollment process in one location on the

ForwardHealth Portal. For information related to enrollment criteria and to complete online provider enrollment applications, providers should refer to the [Provider Enrollment Information home page](#).

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

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

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

- 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 #1931

## Provider Type and Specialty Changes

### Provider Type

Providers who want to add a provider type or change their current provider type are required to complete a new [enrollment application](#) for each provider type they want to add or change to because they need to meet the enrollment criteria for each provider type.

### Provider Specialty

Providers who have the option to add or change a provider specialty can do so using the [demographic maintenance tool](#). After adding or changing a specialty, providers may be required to submit documentation to ForwardHealth, either by uploading through the demographic maintenance tool or by mail, supporting the addition or change.

Providers should contact [Provider Services](#) with any questions about adding or changing a specialty.

Topic #14317

## Terminology to Know for Provider Enrollment

Due to the ACA (Affordable Care Act), ForwardHealth has adopted new terminology. The following table includes new terminology that will be useful to providers during the provider enrollment and revalidation processes. Providers may refer to the Medicaid rule 42 C.F.R. s. 455.101 for more information.

New Terminology	Definition
Agent	Any person who has been delegated the authority to obligate or act on behalf of a provider.
Disclosing entity	A Medicaid provider (other than an individual practitioner or group of practitioners) or a fiscal agent.
Federal health care programs	Federal health care programs include Medicare, Medicaid, Title XX, and Title XXI.
Other disclosing agent	<p>Any other Medicaid disclosing entity and any entity that does not participate in Medicaid but is required to disclose certain ownership and control information because of participation in any of the programs established under Title V, XVII, or XX of the Act. This includes:</p> <ul style="list-style-type: none"> <li>• Any hospital, skilled nursing facility, home health agency, independent clinical laboratory, renal disease facility, rural health clinic, or HMO that participates in Medicare (Title XVIII)</li> <li>• Any Medicare intermediary or carrier</li> <li>• Any entity (other than an individual practitioner or group of practitioners) that furnishes, or arranges for the furnishing of, health-related services for which it claims payment under any plan or program established under Title V or XX of the Act</li> </ul>
Indirect ownership	An ownership interest in an entity that has an ownership interest in the disclosing entity. This term includes an ownership interest in any entity that has an indirect ownership in the disclosing entity.
Managing employee	A general manager, business manager, administrator, director, or other individual who exercises operational or managerial control over, or who directly or indirectly conducts the day-to-day operation of an institution, organization, or agency.
Ownership interest	The possession of equity in the capital, the stock, or the profits of the disclosing entity.
Person with an ownership or control interest	<p>A person or corporation for which one or more of the following applies:</p> <ul style="list-style-type: none"> <li>• Has an ownership interest totaling five percent or more in a disclosing entity</li> <li>• Has an indirect ownership interest equal to five percent or more in a disclosing entity</li> <li>• Has a combination of direct and indirect ownership interest equal to five percent or more in a disclosing entity</li> <li>• Owns an interest of five percent or more in any mortgage, deed of trust, note, or other obligation secured by the disclosing entity if that interest equals at least five percent of the value of the property or asset of the disclosing entity</li> <li>• Is an officer or director of a disclosing entity that is organized as a corporation</li> <li>• Is a person in a disclosing entity that is organized as a partnership</li> </ul>
Subcontractor	<ul style="list-style-type: none"> <li>• An individual, agency, or organization to which a disclosing entity has contracted or delegated some of its management functions or responsibilities of providing medical care to its patients; or,</li> <li>• An individual, agency, or organization with which a fiscal agent has entered into a contract,</li> </ul>

	agreement, purchase order, or lease (or leases of real property) to obtain space, supplies, equipment, or services provided under the Medicaid agreement.
Re-enrollment	Re-enrollment of a provider whose Medicaid enrollment has ended for any reason other than sanctions or failure to revalidate may be re-enrolled as long as all licensure and enrollment requirements are met. Providers should note that when they re-enroll, application fees and screening activities may apply. Re-enrollment was formerly known as re-instate.
Revalidation	All enrolled providers are required to revalidate their enrollment information every three years to continue their participation with Wisconsin Medicaid. Revalidation was formerly known as recertification.

*Note:* Providers should note that the federal CMS (Centers for Medicare and Medicaid Services) requires revalidation at least every five years. However, Wisconsin Medicaid will continue to revalidate providers every three years.



## Provider Numbers

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Topic #3421

### Provider Identification

#### Health Care Providers

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

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

Providers should ensure that they have obtained an appropriate NPI prior to beginning their enrollment application. There are two kinds of NPIs:

- Entity Type 1 NPIs are for individuals who provide health care, such as physicians, dentists, and chiropractors.
- Entity Type 2 NPIs are for organizations that provide health care, such as hospitals, group practices, pharmacies, and home health agencies.

It is possible for a provider to qualify for both Entity Type 1 and Entity Type 2 NPIs. For example, an individual physical therapist may also be the owner of a therapy group that is a corporation and have two Wisconsin Medicaid enrollments — one enrollment as an individual physical therapist and the other enrollment as the physical therapy group. A Type 1 NPI for the individual enrollment and a Type 2 NPI for the group enrollment are required.

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

Health care providers who are federally required to have an NPI are responsible for obtaining the appropriate certification for their NPI.

#### Non-healthcare Providers

Non-healthcare providers, such as SMV (specialized medical vehicle) providers, personal care agencies, and blood banks, are exempt from federal NPI requirements. Providers exempt from federal NPI requirements are assigned a Medicaid provider number once their enrollment application is accepted; they are required to indicate this Medicaid provider number on electronic and paper transactions submitted to ForwardHealth.

Topic #5096

### Taxonomy Codes

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

Providers are required to use a taxonomy code when the NPI reported to ForwardHealth corresponds to multiple enrollments and the provider's practice location ZIP+4 code does not uniquely identify the provider.

Providers are allowed to report multiple taxonomy codes to ForwardHealth as long as the codes accurately describe the provider type and specialty for the provider's enrollment. When doing business with ForwardHealth, providers may use any one of the reported codes. Providers who report multiple taxonomy codes will be required to designate one of the codes as the primary taxonomy code; ForwardHealth will use this primary code for identification purposes.

Providers who wish to change their taxonomy code or add additional taxonomy codes may do so using the [demographic maintenance tool](#). Most taxonomy code changes entered through the demographic maintenance tool will take effect in real time; providers may use the new codes immediately on transactions.

Omission of a taxonomy code when it is required as additional data to identify the provider will cause claims and other transactions to be denied or delayed in processing.

*Note:* Taxonomy codes do not change provider enrollment or affect reimbursement terms.

Topic #5097

## ZIP Code

The ZIP code of a provider's practice location address on file with ForwardHealth must be a ZIP+4 code. The ZIP+4 code helps to identify a provider when the NPI (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 website](#).

## Provider Rights

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Topic #208

### A Comprehensive Overview of Provider Rights

Medicaid-enrolled providers have certain rights including, but not limited to, the following:

- Limiting the number of members they serve in a nondiscriminatory way.
- Ending participation in Wisconsin Medicaid.
- Applying for a discretionary waiver or variance of certain rules identified in Wisconsin Administrative Code.
- [Collecting payment from a member under limited circumstances.](#)
- Refusing services to a member if the member refuses or fails to present a ForwardHealth identification card. However, possession of a ForwardHealth card does not guarantee enrollment (e.g., the member may not be enrolled, may be enrolled only for limited benefits, or the ForwardHealth card may be invalid). Providers may confirm the current enrollment of the member by using one of the [EVS \(Enrollment Verification System\) 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 Wis. Admin. Code § [DHS 106.05](#).

Providers choosing to withdraw should promptly notify their members to give them ample time to find another provider.

When withdrawing, the provider is required to do the following:

- Provide a written notice of the decision at least 30 days in advance of the termination.
- Indicate the effective date of termination.

Providers will not receive reimbursement for nonemergency services provided on and after the effective date of termination. Voluntary termination notices can be sent to the following address:

Wisconsin Medicaid  
 Provider Enrollment  
 313 Blettner Blvd  
 Madison WI 53784

If the provider fails to specify an effective date in the notice of termination, ForwardHealth may terminate the provider on the date the notice is received.

Topic #209

### Hearing Requests

A provider who wishes to contest a Wisconsin DHS (Department of Health Services) action or inaction for which due process is

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

A provider who wishes to contest the DMS (Division of Medicaid Services)'s notice of intent to recover payment (e.g., to recoup for overpayments discovered in an audit by DMS) 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 Wis. Admin. Code ch. [DHS 106](#) for detailed instructions on how to file an appeal.

If a timely request for a hearing is not received, 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 DMS (Division of Medicaid Services) will consider applications for, a discretionary waiver or variance of certain rules in Wis. Admin. Code chs. [DHS 102](#), [103](#), [104](#), [105](#), [107](#), and [108](#). Rules that are not considered for a discretionary waiver or variance are included in Wis. Admin. Code § [DHS 106.13](#).

Waivers and variances are not available to permit coverage of services that are either expressly identified as noncovered or are not expressly mentioned in Wis. Admin. Code ch. DHS 107.

### Requirements

A request for a waiver or variance may be made at any time; however, all applications must be made in writing to the DMS. 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 DMS may also require additional information from the provider or the member prior to acting on the request.

### Application

The DMS 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 Medicaid Services  
Waivers and Variances  
PO Box 309  
Madison WI 53701-0309

## Sanctions

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Topic #211

### Intermediate Sanctions

According to Wis. Admin. Code § [DHS 106.08\(3\)](#), the Wisconsin DHS (Department of Health Services) may impose intermediate sanctions on providers who violate certain requirements. Common examples of sanctions that 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, DHS will issue a written notice to the provider in accordance with Wis. Admin. Code § [DHS 106.12](#).

Any sanction imposed by DHS may be appealed by the provider under Wis. Admin. Code § DHS 106.12. Providers may appeal a sanction by writing to the DHA (Division of Hearings and Appeals).

Topic #212

### Involuntary Termination

The Wisconsin DHS (Department of Health Services) may suspend or terminate the Medicaid enrollment of any provider according to Wis. Admin. Code § [DHS 106.06](#).

The suspension or termination may occur if both of the following apply:

- DHS finds that any of the grounds for provider termination are applicable.
- The suspension or termination will not deny members access to services.

Reasonable notice and an opportunity for a hearing within 15 days will be given to each provider whose enrollment is terminated by DHS. Refer to Wis. Admin. Code § [DHS 106.07](#) for detailed information regarding possible sanctions.

In cases where Medicare enrollment is required as a condition of enrollment with Wisconsin Medicaid, termination from Medicare results in automatic termination from Wisconsin Medicaid.

Topic #213

### Sanctions for Collecting Payment From Members

Under state and federal laws, if a provider inappropriately collects payment from an enrolled member, or authorized person acting on behalf of the member, that provider may be subject to program sanctions including termination of Medicaid enrollment. In addition, the provider may also be fined not more than \$25,000, or imprisoned not more than five years, or both, pursuant to 42 USC § 1320a-7b(d) or Wis. Stat. § [49.49\(3m\)](#).

There may be narrow exceptions on when providers may [collect payment from members](#).

Topic #214

## Withholding Payments

The Wisconsin 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, 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.

DHS is required to send the provider a written notice within five days of taking this action. The notice will generally set forth the allegations without necessarily disclosing specific information about the investigation.

# Reimbursement

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## Reimbursement:Amounts

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Topic #258

### Acceptance of Payment

The amounts allowed as payment for covered services must be accepted as payment in full. Therefore, total payment for the service (i.e., any amount paid by other health insurance sources, any BadgerCare Plus or Medicaid copayment or spenddown amounts paid by the member, and any amount paid by BadgerCare Plus, Medicaid, or ADAP (Wisconsin AIDS Drug Assistance Program)) may not exceed the allowed amount. As a result, providers may not collect payment from a member, or authorized person acting on behalf of the member, for the difference between their usual and customary charge and the allowed amount for a service (i.e., balance billing).

Other health insurance payments may exceed the allowed amount if no additional payment is received from the member or BadgerCare Plus, Medicaid, or ADAP.

Topic #3198

### Accommodation Rates

Wisconsin Medicaid reimburses providers for accommodations for members according to a provider-specific, blended rate. A regional auditor sets a nursing home's rate based, in part, on the nursing home's annual cost report. Detailed information on rate setting can be found in the [Methods of Implementation for Wisconsin Medicaid Nursing Home Payment Rates](#). The auditor communicates the rate to the nursing home. After this initial notification, the rates are provided in a [rate communication](#) that the nursing home can download from the secure Provider area of the ForwardHealth Portal.

[Contact information](#) for DMS (Division of Medicaid Services) staff is available on the Wisconsin DHS (Department of Health Services) website.

Topic #694

### Billing Service and Clearinghouse Contracts

According to Wis. Admin. Code [§ DHS 106.03\(5\)\(c\)2](#), 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 enrollment period

## Enrolling in Electronic Funds Transfer

A ForwardHealth Portal account is required to enroll into EFT as all enrollments must be completed via a secure Provider Portal account or a secure MCO Portal account. Paper enrollments are not accepted. A separate EFT enrollment is required for each financial payer a provider bills.

Providers who do not have a Portal account may [Request Portal Access](#) online. Providers may also call the [Portal Helpdesk](#) for assistance in requesting a Portal account.

The following guidelines apply to EFT enrollment:

- Only a Portal Administrator or a clerk that has been assigned the "EFT" role on the Portal may complete the EFT enrollment information.
- Organizations cannot revert back to receiving paper checks once enrolled in EFT.
- Organizations may change their EFT information at any time.
- Organizations will continue to receive their Remittance Advice as they do currently.

Refer to the Electronic Funds Transfer User Guide on the [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 #3196

## Head Injury Patients

According to section 4.692 of the [Nursing Home Methods \(Methods of Implementation for Wisconsin Medicaid Nursing Home Payment Rates\)](#), approved facilities providing specialized treatment for head injuries may receive a cost-based rate, in lieu of the facility's daily rate, for residents participating in the head injury program. Allowable cost principles will be applied to rate calculations. Rates are all-inclusive, including DMS (disposable medical supplies) and DME (durable medical equipment). The treatment program must be approved by the Wisconsin DHS (Department of Health Services) based on established criteria for admission, continuing stay, discharge, and other requirements as determined by DHS.

Topic #3195

## Hospice Members Residing in a Nursing Home

### Accommodation Charges

The amount that a hospice agrees to pay a nursing home for accommodations for a hospice member is negotiated and established by contract between the nursing home and hospice. Wisconsin Medicaid does not specify the contracted amount, although there are federal contractual limits. Wisconsin Medicaid reimburses hospice services 95 percent of the SNF (skilled nursing facility) rate for the DOS (dates of service) billed, regardless of the amount contracted for between the hospice and the SNF.

### Bedhold

Wisconsin Medicaid does not reimburse the hospice for hospital bedhold if the member enters acute care.

## DME and DMS

Wisconsin Medicaid does not allow a nursing home to bill the hospice for DME (durable medical equipment) or DMS (disposable medical supplies), which are normally included in the nursing home's daily rate. Detailed listings of supplies and equipment considered to be covered by the facility daily rate can be found in the [DME Index and DMS Index](#). DME and DMS not covered in the facility daily rate but related to the terminal illness are the financial responsibility of the hospice.

## Patient Liability

Wisconsin Medicaid deducts the patient liability amount from the hospice's reimbursement for hospice member's residing in a nursing home. The nursing home is responsible for the following:

- Collecting liability from all Medicaid members, including hospice members, residing in their facility
- Transferring the monthly available income to the member's hospice
- Charging the hospice the contracted amount for room and board

## Nursing Home Room and Board for Hospice Members

Hospice providers submitting claims for room and board are required to indicate the nursing home room and board rate. For hospice members who permanently reside in a nursing home, Wisconsin Medicaid reimburses the hospice for nursing home room and board at 95 percent of the nursing home's current SNF rate, for either a non-developmentally disabled or developmentally disabled resident.

The hospice is required to reimburse any provider with whom it has contracted for service, including a facility providing inpatient care under Wis. Admin. Code § [DHS 107.31\(3\)\(d\)](#).

## Retroactive Nursing Home Changes for Hospice Members

ForwardHealth does not automatically adjust paid hospice claims for nursing home room and board if the nursing home's rate is changed retroactively. Providers can submit claim adjustments via the ForwardHealth Portal. Providers may use the search function to find the specific claim to adjust. Once the claim is found, the provider can alter it to reflect the desired change and resubmit it to ForwardHealth. Any claim ForwardHealth has paid within 365 days of the DOS can be adjusted and resubmitted on the Portal, regardless of how the claim was originally submitted.

Claim adjustments with DOS beyond the 365-day submission deadline should not be submitted electronically. Providers who attempt to submit a claim adjustment electronically for DOS beyond 365 days will have the entire amount of the claim recouped; instead, providers should submit a completed [Adjustment/Reconsideration Request \(F-13046 \(08/15\)\)](#) form on paper by mail if their claim is more than a year old. Completed forms may be mailed to the appropriate address indicated in the instructions.

On Element 16 of the Adjustment/Reconsideration Request form, "Other/comments" should be checked and the following should be written as a comment: "To obtain retroactive rate increase for nursing home room and board."

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 #3193

## Nurse Aide Training and Competency Testing

The maximum amount an NF (nursing facility) may receive from Wisconsin Medicaid is \$225.00 for training and \$61.50 for the competency test. This is also the maximum amount an NF is required to reimburse a CNA (certified nurse aide) for training and testing. Frequently asked questions are available for more information regarding nurse aide training and testing maximum amounts. The Nurse Aide Training and Competency Test Reimbursement Request form is [available](#).

Reimbursement for the training and testing of nurse aides is made monthly and is reflected as a "lump sum" cash payout on the NF's RA (Remittance Advice). A separate statement listing both the payments and denials is mailed to providers following each payment cycle. Providers may resubmit denied reimbursement requests for a subsequent payment cycle after correcting erroneous information on the reimbursement request form. A comprehensive overview of the rules for Nurse Aide Training and Testing is [available](#).

### Nurse Aide Training and Testing Requirement Frequently Asked Questions

**Q:** Who is eligible to submit a request to Wisconsin Medicaid for nurse aide training and testing reimbursement?

**A:** Only Medicaid-certified NFs are eligible for this reimbursement.

**Q:** How does Wisconsin Medicaid determine the amount of reimbursement for which an NF is eligible?

**A:** Wisconsin Medicaid has established a Max Cap (Medicaid Maximum Cap), which determines the maximum amount Wisconsin Medicaid will reimburse an NF for CNA training and testing costs, as well as a maximum amount an NF is required to reimburse a CNA. Currently, the Max Cap for training is \$225.00 and \$61.50 for the competency test.

NFs receive a percentage of these Max Caps based on their Medicaid utilization percentage, which is Medicaid patient days divided by total patient days. The Max Cap ensures that training and testing costs are properly allocated between Medicaid, Medicare, and private pay residents.

Refer to the following table for the ratio of an NF's Medicaid utilization to its percentage of the Max Cap:

Nurse Aide Training and Competency Evaluation Program Reimbursement Methodology	
Medicaid Utilization	Percentage of Max Cap
90.0% — 100.0%	100%
80.0% — 89.9%	90%
70.0% — 79.9%	80%
60.0% — 69.9%	70%
50.0% — 59.9%	60%
0.0% — 49.9%	50%

**Q:** How often does Wisconsin Medicaid review an NF's Medicaid utilization?

**A:** Annually. The NF's most current Medicaid cost report is reviewed to determine if the NF's Medicaid utilization has increased or decreased enough to require a change in the NF's reimbursement percentage. The annual effective date for any change is July 1.

**Q:** When is an NF eligible for reimbursement?

**A:** An NF is eligible to request reimbursement when the NF incurred training and/or testing costs for an employee or when the employee incurred training and/or testing costs within **365 days** of their hire date.

Federal law 42 C.F.R. § 483.152(c)(1) states that no one who was employed by or received an offer of employment from an NF on the date on which they began a facility-based nurse aide training and competency evaluation program may be charged for any portion of the program, including textbook fees and other required course materials.

Many NFs with facility-based training programs do not hire prospective CNAs until the CNA has either completed the classroom/clinical requirements or passed the competency test. NFs should only submit a reimbursement request for a CNA they hire.

For example, an NF has a facility-based training program. The NF incurs the training costs and the student incurs the testing costs. If the NF hires the CNA, the NF is eligible for training reimbursement, and the CNA is eligible for testing reimbursement.

**Q:** When is a CNA eligible for reimbursement?

**A:** Federal regulation 42 C.F.R. § 483.152(c)(2) states that nurse aides are not to bear any cost of training or testing if they become employed by or receive an offer of employment from an NF within 12 months of completing a nurse aide training and competency evaluation program.

In order to be in compliance with this portion of the federal regulation, an NF is required to reimburse **up to the current Max Cap** any CNA who independently completes a CNA program within 365 days of their hire date. Even though an NF may not receive 100 percent of the Max Cap, they are required to reimburse the CNA the Max Cap if the CNA's training and testing costs are **equal to** or **greater than** the Max Cap.

**Q:** Which date(s) should an NF use to determine if a CNA it has hired is eligible for reimbursement?

**A:** The NF should compare the CNA's competency test date to their hire date. If the number of days between the test date and hire date exceeds 365, the CNA is no longer eligible for reimbursement.

**Q:** If a CNA incurs training and/or testing costs within 12 months of hire by an NF, how much is the NF required to reimburse the CNA?

**A:** If the CNA's training cost is \$495.00, the NF is required to reimburse the CNA the training Max Cap of \$225.00. If the CNA's testing cost is \$100.00, the NF is required to reimburse the CNA the test Max Cap of \$61.50.

**Q:** By what date is the NF required to reimburse a CNA?

**A:** An NF has up to 365 days from the hire date to reimburse a CNA who incurred training and/or testing costs within 365 days of their hire date. This is referred to in the federal regulation as **pro rata**. If an NF is late in submitting a reimbursement request to Wisconsin Medicaid and the request is denied, the NF is still required to reimburse the CNA.

**Q:** Does an NF need to include any receipts with a reimbursement request?

**A:** No.

**Q:** What should an NF review prior to submitting a reimbursement request?

**A:** The following are the points an NF should review prior to submitting a reimbursement request:

- Does the request contain a valid hire date?
- If the CNA incurred training and/or testing costs prior to their hire date, was the hire date within 365 days of the CNA's certification date?
- Is the training date the same as or prior to the test date?
- Is the request being submitted within 365 days of the latest date on the request, either the test date or hire date?
- Was the CNA's SSN (Social Security number) and competency test date verified through the Wisconsin Nurse Aide Registry website? An incorrect SSN or competency test date on a reimbursement request will result in a denial.
- Is the CNA's "Basis for Inclusion" **reciprocity**? This means the CNA trained/tested in another state and transferred to the Wisconsin Nurse Aide Registry in order to work as a CNA in Wisconsin.

Topic #3192

## Private Room

When isolation precautions are medically necessary and a private room is prior authorized, a provider may receive additional reimbursement equal to the facility's Wisconsin Medicaid rate plus the difference between the facility's daily private-pay semi-private room rate and private-pay room rate, up to \$35.00. Documentation of this rate differential must accompany the prior authorization request.

The member or legal representative may not, in this case, be held responsible for any of the additional cost of a private room since it is a covered service.

*Note:* In instances where the facility does not have any semi-private rooms, additional reimbursement will not be paid.

Topic #3191

## Rate Review Process

A nursing home is allowed 30 days from first issuance to review nursing home rates calculated by the DMS (Division of Medicaid Services) regional auditor. Providers should directly communicate with their assigned auditor to contest interpretations.

Per section 4.130 of the [Methods \(Methods of Implementation for Wisconsin Medicaid Nursing Home Payment Rates\)](#), a provider may contest rates within 150 days of the date of the first rate approval letter. Providers should directly communicate with their assigned Medicaid auditor to contest interpretations. The provider will be limited to only one such retroactive adjustment per rate effective period in order to correct errors in reported data.

Per section 1.800 of the Methods, if a provider does not agree with the nursing home rates calculated by the Medicaid auditor an administrative review may be requested. The request must be filed within 30 days from first issuance of the nursing home rates.

All administrative reviews should be sent to the following address:

Director, Bureau of Long Term Care Financing  
 Division of Medicaid Services  
 PO Box 7851  
 Madison WI 53703

Per section 1.700 of the Methods, a facility may contest a final rate-setting action of the Wisconsin DHS (Department of Health Services) by writing to the following address:

Department of Administration Division of Hearings and Appeals  
 PO Box 7875  
 Madison WI 53707-7875

The appeal letter must contain a brief and plain statement identifying every matter or issue contested. Requests should contain specific data and factual information for consideration and not provide only generalizations.

Topic #3190

## Retroactive Rate Changes

When NFs (nursing facilities) have daily rate changes that affect previously paid claims, ForwardHealth processes retroactive rate adjustments on the paid claims. Retroactive rate adjustments will either increase or decrease the previously paid claim amount, depending on the revised rate. The adjustments are processed on a weekly schedule, after any rate adjustments are approved through BLTCF (Bureau of Long Term Care Financing) rate letters. Wisconsin Medicaid is able to reimburse a greater amount on the adjustment than what was billed if the provider billed less than the new rate. Rate adjustments may occur mid-month. To account for the rate change, claims must be split and resubmitted accordingly.

Beginning with RAs (Remittance Advices) 30 days after a rate recoupment is established, amounts under \$3,000.00 are recouped in full. If a rate recoupment is greater than \$3,000.00, the recoupment is limited to 15 percent of total payments to the provider for a period of 60 days. After 60 days, the remaining balance is recouped in full. If a provider wishes, the entire amount of a recoupment may be reimbursed as a check to ForwardHealth to avoid adjustments to future remittances.

In cases of ownership changes, the previous owner should issue a check to cover the outstanding amount to ForwardHealth within 30 days.

Payments should be sent to the following address:

ForwardHealth  
 Cash Unit  
 313 Blettner Blvd  
 Madison WI 53784

Providers may request repayment arrangements that differ from ForwardHealth's regular schedule for reasons of financial hardship. Such requests should be addressed to the Nursing Home Policy and Rate Setting Section Chief, who will grant such requests in limited and exceptional circumstances, at the sole discretion of the Wisconsin DHS (Department of Health Services).

Sent requests to the following address:

Nursing Home Policy and Rate Setting Section Chief  
 Division of Medicaid Services  
 1 W Wilson St, Rm 550  
 Madison WI 53703

Topic #3189

## Specialized Services

Nursing homes are also eligible for a \$9.00 per member, per day supplement to the nursing home's daily rate for members with a serious mental illness who have been determined by the PASARR (Preadmission Screen/Annual Resident Review) to require



specialized services. Payments are made quarterly and are reflected on the nursing home's RA (Remittance Advice).

This supplemental reimbursement is available for members who are not developmentally disabled and only for those days on which the member is in the facility and receiving specialized services, so therapeutic and hospital bedhold days do not qualify. There is no supplement to the daily rate for the developmentally disabled members because of the funding sources for specialized services, including the Medicaid nursing home formula.

## Collecting Payment From Members

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Topic #227

### Conditions That Must Be Met

A member may request a noncovered service, a covered service for which PA (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 #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 #3188

## Patient Liability for Nursing Home Residents

### An Overview

Patient liability is any member income in excess of the personal needs allowance and is used to cover some of the member's medical costs if they are institutionalized for 30 or more days. Patient liability may be applied to nursing home claims, hospice claims, and long-term inpatient hospital claims and capitation payments (stays of 30 days or more).

Patient liability applies only to members enrolled in Wisconsin Medicaid. It does not apply to members enrolled in BadgerCare Plus.

If the liability amount is incorrect, the nursing home should notify the [income maintenance or tribal agency](#) that made the member eligible for Wisconsin Medicaid.

## Applying Liability to Claims and Capitation Payments

ForwardHealth automatically deducts the appropriate monthly patient liability amount from the **first** nursing home, hospice, or long-term inpatient hospital claim or capitation payment received for the member. For example, a member is living in a nursing home for the month of November but is admitted into an inpatient hospital for the last two days of the month. Both the nursing home and the inpatient hospital submit a claim to ForwardHealth for that member for the month of November. ForwardHealth receives the claim from the inpatient hospital first, so the patient liability is deducted from that claim because it was the first claim received for that member, and from a case point of view, the member has 30 days in a facility. Providers should not indicate a patient liability amount on their claim forms. If the amount of the patient liability exceeds the reimbursement amount of the first claim, the remaining liability amount will be deducted from the next claim(s) received for services provided in the month that patient liability is owed.

Patient liability amounts deducted from claims will appear in the providers' remittance information. Nursing home providers collect the full monthly liability amount from the patient. They should work with hospice providers, inpatient hospital providers, and managed care organizations to transfer the appropriate patient liability amount due to those providers.

If a paid claim or capitation payment is subsequently adjusted and denied, any liability amount originally deducted from the claim or the capitation payment is returned to the member's patient liability balance on ForwardHealth interChange. Patient liability will be deducted from the next institutional claim or capitation payment paid for services provided in the month that patient liability is owed.

## Retroactive Patient Liability Changes

If a member's patient liability decreases retroactively, ForwardHealth will change the member's file. Nursing homes should adjust the paid claim when the retroactive change is identified.

## Obtaining Liability Information

Nursing homes may [obtain current patient liability amounts](#) for members via the secure Provider area of the ForwardHealth Portal.

Topic #3187

## Personal Needs Allowance for Nursing Home Residents

The member may be financially responsible for certain noncovered items and Nonmedically necessary services. A portion of a resident's funds, as prescribed in 42 C.F.R. § 483.10, is available for a living allowance or personal needs allowance. This allowance may be used to pay for certain noncovered items and services. The member can choose to apply the allowance to obtain certain noncovered services and items, such as personal comfort items not included in the nursing facility payment rate. Resident personal funds cannot be used without the prior written consent of the member. The personal needs allowance is set by Wis. Stats. § [49.45\(7\)\(a\)](#), and is currently \$45.00 per month.

Any income in excess of the personal needs allowance is used to cover the member's cost of care in a nursing facility, inpatient hospital, or hospice.

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.
- Other health insurance (for example, commercial health insurance, Medicare, Medicare Advantage Plans) payments made to the member.
- [Spendedown](#).
- Charges for a [private room](#) in a nursing home if meeting the requirements stated in Wis. Admin. Code § [DHS 107.09\(4\)\(k\)](#), or in a hospital if meeting the requirements stated in Wis. Admin. Code § [DHS 107.08\(3\)\(a\)2](#).
- Noncovered services if certain conditions are met.
- Covered services for which PA (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 enrollment.

## Copayment

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Topic #4321

### Prohibited

Providers are prohibited from collecting copayment from members who are nursing home residents for nursing home services.

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 member who fails to make a copayment.

Wis. Stat. § [49.45\(18\)](#) 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

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Topic #242

### Instances When Medicaid Is Not Payer of Last Resort

Wisconsin Medicaid or BadgerCare Plus are **not** the payer of last resort for members who receive coverage from certain governmental programs, such as:

- Birth to 3
- Crime Victim Compensation Fund
- GA (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 and Medicare Cost plans
- 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 is the payer of last resort for any covered services. Therefore, the provider is required to make a reasonable effort to exhaust all other existing health insurance sources before submitting claims to ForwardHealth or to a state-contracted MCO (managed care organization).

Topic #255

## **Primary and Secondary Payers**

The terms "primary payer" and "secondary payer" indicate the relative order in which insurance sources are responsible for paying claims.

In general, commercial health insurance is primary to Medicare, and Medicare is primary to Wisconsin Medicaid and BadgerCare Plus. Therefore, Wisconsin Medicaid and BadgerCare Plus are secondary to Medicare, and Medicare is secondary to commercial health insurance.

## Reimbursement Not Available

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Topic #1153

### Nursing Home Room and Board

Room and board for a SNF (skilled nursing facility) resident is not reimbursed for the same DOS (date of service) as inpatient respite or general inpatient care.

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

# 9

Archive Date:09/03/2019

## Resources:Contact Information

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Topic #476

### Member Services

Providers should refer ForwardHealth members with questions to [Member Services](#). The telephone number for Member Services is for member use only.

Topic #473

### Provider Relations Representatives

The Provider Relations representatives, also known as field representatives, conduct training sessions on various ForwardHealth topics for both large and small groups of providers and billers. In addition to provider education, field representatives are available to assist providers with complex billing and claims processing questions. Field representatives are located throughout the state to offer detailed assistance to all ForwardHealth providers and all ForwardHealth programs.

#### Field Representative Specialization

The field representatives are assigned to [specific regions](#) of the state. In addition, the field representatives have [specialized](#) in a group of provider types. This specialization allows the field representatives to most efficiently and effectively address provider inquiries. To better direct inquiries, providers should contact the field representative in [their region who specializes in their provider type](#).

#### Provider Education

The field representatives' primary focus is provider education. They provide information on ForwardHealth programs and topics in the following ways:

- Conducting provider training sessions throughout the state
- Providing training and information for newly enrolled providers and/or new staff
- Participating in professional association meetings

Providers may also contact the field representatives if there is a specific topic, or topics, on which they would like to have an individualized training session. This could include topics such as use of the ForwardHealth 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 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 email, 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 their 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
- Provider enrollment
- 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 (date 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 (e.g., Medicaid, WCDP, or WWWP) or to the service area (e.g., pharmacy services, hospital services) in which they are designated.

## Call Center Menu Options and Inquiries

Providers contacting Provider Services are prompted to select from the following menu options:

- Member enrollment — for member enrollment inquiries and verification
- Claim and PA status — for claim and PA status inquiries
- Pharmacy — for drug claim, policy, and drug authorization inquiries
- Dental — for dental inquiries
- Policy — for all policy questions except those for pharmacy and dental
- Provider enrollment — for provider enrollment and revalidation questions
- EHR (Electronic Health Record) — for EHR inquiries

## Walk-in Appointments

Walk-in appointments offer face-to-face assistance for providers at the Provider Services office. Providers must schedule an appointment in advance by contacting Provider Services at 800-947-9627. Appointments for in-person provider assistance are available Monday through Friday, 7:30 a.m.-4:00 p.m. (CST), except for state-observed holidays. Providers without an appointment may not receive in-person assistance and may have to schedule an appointment for a later date.

## 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-01170 \(07/12\)\)](#)

form. The Written Correspondence Inquiry form may be photocopied or downloaded via a link from the Portal. Written correspondence should be sent to the following address:

ForwardHealth  
Provider Services Written Correspondence  
313 Blettner Blvd  
Madison WI 53784

Providers are encouraged to use the other resources before mailing a written request to ForwardHealth. Provider Services will respond to written inquiries in writing unless otherwise specified.

Topic #475

## Provider Suggestions

The DMS (Division of Medicaid Services) 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-01016 \(02/09\)\)](#) 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 Reference Guide

The Provider Services and Resources Reference Guide lists services and resources available to providers and members with contact information and hours of availability.

<b>ForwardHealth Portal</b>	<a href="http://www.forwardhealth.wi.gov/">www.forwardhealth.wi.gov/</a>	<b>24 hours a day, seven days a week</b>
Public and secure access to ForwardHealth information with direct link to contact Provider Services for up-to-date access to ForwardHealth programs information, including publications, fee schedules, and forms.		
<b>WiCall Automated Voice Response System</b>	<b>(800) 947-3544</b>	<b>24 hours a day, seven days a week</b>
WiCall, the ForwardHealth Automated Voice Response system, provides responses to the following inquiries: <ul style="list-style-type: none"> <li>• Checkwrite.</li> <li>• Claim status.</li> <li>• Prior authorization.</li> <li>• Member enrollment.</li> </ul>		
<b>ForwardHealth Provider Services Call Center</b>	<b>(800) 947-9627</b>	<b>Monday through Friday, 7:00 a.m. to 6:00 p.m. (Central Standard Time)*</b>
To assist providers in the following programs: <ul style="list-style-type: none"> <li>• BadgerCare Plus.</li> <li>• Medicaid.</li> <li>• SeniorCare.</li> <li>• Wisconsin Well Woman Medicaid.</li> <li>• Wisconsin Chronic Disease Program (WCDP).</li> <li>• Wisconsin Well Woman Program (WWWP).</li> <li>• Wisconsin Medicaid and BadgerCare Plus Managed Care Programs.</li> </ul>		
<b>ForwardHealth Portal Helpdesk</b>	<b>(866) 908-1363</b>	<b>Monday through Friday, 8:30 a.m. to 4:30 p.m. (Central Standard Time)*</b>
To assist providers and trading partners with technical questions regarding Portal functions and capabilities, including Portal accounts, registrations, passwords, and submissions through the Portal.		
<b>Electronic Data Interchange Helpdesk</b>	<b>(866) 416-4979</b>	<b>Monday through Friday, 8:30 a.m. to 4:30 p.m. (Central Standard Time)*</b>
For providers, trading partners, billing services, and clearinghouses with technical questions about the following: <ul style="list-style-type: none"> <li>• Electronic transactions.</li> <li>• Companion documents.</li> <li>• Provider Electronic Solutions (PES) software.</li> </ul>		
<b>Managed Care Provider Appeals</b>	<b>(800) 760-0001, Option 1</b>	<b>Monday through Friday, 7:00 a.m. to 6:00 p.m. (Central Standard Time)*</b>
To assist BagderCare Plus and Medicaid Supplemental Security Income (SSI) managed care providers with questions regarding their appeal status and other general managed care provider appeal information.		
<b>Managed Care Ombudsman Program</b>	<b>(800) 760-0001</b>	<b>Monday through Friday, 7:00 a.m. to 6:00 p.m. (Central Standard Time)*</b>
To assist managed care enrollees with questions about enrollment, rights, responsibilities, and general managed care information.		
<b>Member Services</b>	<b>(800) 362-3002</b>	<b>Monday through Friday, 8:00 a.m. to 6:00 p.m. (Central Standard Time)*</b>
To assist ForwardHealth members or persons calling on behalf of members with program information and requirements, enrollment, finding certified providers, and resolving concerns.		
<b>Wisconsin AIDS Drug Assistance Program (ADAP)</b>	<b>(800) 991-5532</b>	<b>Monday through Friday, 8:00 a.m. to 4:30 p.m. (Central Standard Time)*</b>

		<b>(Central Standard Time)</b>
To assist ADAP providers and members, or persons calling on behalf of members, with program information and requirements, enrollment, finding enrolled providers, and resolving concerns.		

\*With the exception of state-observed holidays.

# Electronic Data Interchange

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Topic #459

## Companion Guides and NCPDP Version D.0 Payer Sheet

Companion guides and the NCPDP (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, ADAP (Wisconsin AIDS Drug Assistance Program), 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 email to trading partners.

Trading partners are encouraged to periodically check for revised companion guides and payer sheet on the Portal. If trading partners do not follow the revisions identified in the companion guides or payer sheet, transactions may not process successfully (e.g., claims may deny or process incorrectly).



A change summary located at the end of the revised companion guide lists the changes that have been made. The date on the companion guide reflects the date the revised companion guide was posted to the Portal. In addition, the version number located in the footer of the first page is changed with each revision.

Revisions to the payer sheet are listed in Appendix A. The date on the payer sheet reflects the date the revised payer sheet was posted to the Portal.

Topic #460

## Data Exchange Methods

The following data exchange methods are supported by the [EDI \(Electronic Data Interchange\) 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 Eligibility & Benefit Inquiry and 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, ADAP (Wisconsin AIDS Drug Assistance Program), 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 Eligibility & Benefit Inquiry and 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 Acknowledgment for Health Care Insurance). 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 #463

## Provider Electronic Solutions Software

ForwardHealth offers electronic billing software at no cost to providers. PES (Provider Electronic Solutions) software allows providers to submit 837 (837 Health Care Claim) transactions and download the 999 (999 Acknowledgment for Health Care Insurance) and the 835 (835 Health Care Claim Payment/Advice) transactions. To obtain PES software, providers may download it from the [ForwardHealth Portal](#). For assistance installing and using PES software, providers may call the [EDI \(Electronic Data Interchange\) 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 Reports

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Topic #3186

### Nursing Home Level of Care Report

Nursing home providers may track the status of their LOC (level of care) requests by accessing a weekly LOC report via the secure Provider area of the ForwardHealth Portal by clicking the "Nursing Home Level of Care Reports" link in the Quick Links box located on the right side of the Provider page. It is recommended that providers download and save a copy of the report for their records. Older reports are also available.

The report displays the provider's approved, pending, or denied LOC requests and includes a status description. Additionally, the report lists any LOC that have been [systematically closed](#).

Nursing home providers are encouraged to establish individual Portal accounts in order to access their LOC reports. Refer to the Portal Account User Guide on the [User Guides](#) page of the Portal for more information on establishing and managing a Portal account.

## Enrollment Verification

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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 enrollment on file with ForwardHealth. The 271 response will report the NPI that was indicated on the 270.

For those providers exempt from NPI, a provider ID is required on the 270/271 transactions. The provider ID indicated on the 270 is verified to ensure it is associated with a valid enrollment on file with ForwardHealth. The 271 response will report the provider ID that was indicated on the 270.

Topic #469

### An Overview

Providers should always verify a member's enrollment before providing services, both to determine enrollment for the current date (since a member's enrollment status may change) and to discover any limitations to the member's coverage. Each enrollment verification method allows providers to verify the following prior to services being rendered:

- A member's enrollment in a ForwardHealth program(s)
- State-contracted MCO (managed care organization) enrollment
- Medicare enrollment
- Limited benefits categories
- Any other health insurance (for example, commercial health insurance, Medicare, Medicare Advantage Plans) 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.

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 their 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 they are 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 BadgerCare Plus and the WCDP chronic renal disease program. The member is enrolled under two financial payers, Medicaid and WCDP.) Alternatively, a member may have multiple benefits under a single financial payer. (For example, a member may be covered by Tuberculosis-Related Medicaid and Family Planning Only Services at the same time, both of which are administered by Medicaid.)

## Forms

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Topic #767

### An Overview

ForwardHealth requires providers to use a variety of forms for PA (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 website. 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 website](#) for more information about fillable PDFs.

Selected forms are also available in fillable Microsoft Word format on the Portal. The fillable Microsoft Word format allows providers to complete and print the form using Microsoft Word. To complete a fillable Microsoft Word form, follow these steps:

- Select a specific form.
- Save the form to the computer.
- Use the "Tab" key to move from field to field.

*Note:* Providers may save fillable Microsoft Word documents to their computer by choosing "Save As" from the "File" menu, creating a file name, and selecting "Save" on their desktop.

Topic #766

### Telephone or Mail Requests

Providers who do not have internet access or who need forms that are not available on the ForwardHealth Portal may obtain them by doing either of the following:

- Requesting a paper copy of the form by calling [Provider Services](#). Questions about forms may also be directed to Provider

Services.

- Submitting a written request and mailing it to ForwardHealth. Include a return address, the name of the form, and the form number and send the request to the following address:

ForwardHealth  
Form Reorder  
313 Blettner Blvd  
Madison WI 53784

## Portal

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Topic #4904

### Claims and Adjustments Using the ForwardHealth Portal

Providers can [track the status](#) of their submitted claims, [submit individual claims](#), correct errors on claims, copy claims, and determine what claims are in "pay" status on the ForwardHealth Portal. Providers have the ability to [search for and view](#) the status of all their finalized claims, regardless of how they were submitted (i.e., paper, electronic, clearinghouse). If a claim contains an error, providers can correct it on the Portal and resubmit it to ForwardHealth.

Providers can submit an individual claim or adjust a claim through DDE (Direct Data Entry) through the secure Portal.

Topic #8524

### Conducting Revalidation Via the ForwardHealth Portal

Providers can conduct [revalidation](#) online via a secure revalidation area of the ForwardHealth Portal.

Topic #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 their 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 their 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 (National Provider Identifier) 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 [User Guides](#) page of the Portal for more detailed instructions on performing these functions.

Topic #16737

## Demographic Maintenance Tool

The demographic maintenance tool allows providers to update information online that they are required to keep [current](#) with ForwardHealth. To access the demographic maintenance tool, providers need a ForwardHealth Portal account. After logging into their Portal account, providers should select the Demographic Maintenance link located in the Home Page box on the right side of the secure Provider home page.

*Note:* The Demographic Maintenance link will only display for administrative accounts or for clerk accounts that have been assigned the Demographic Maintenance role. The [Account User Guide](#) provides specific information about assigning roles.

The demographic maintenance tool contains general panels which are available to all or most providers as well as specific panels which are only available to certain provider types and specialties. The [Demographic Maintenance Tool User Guide](#) provides further information about general and provider-specific panels.

### Uploading Supporting Documentation

Providers can upload enrollment-related supporting documentation (e.g., licenses, certifications) using the demographic maintenance tool. Documents in the following formats can be uploaded:

- JPEG (Joint Photographic Experts Group) (.jpg or .jpeg)
- PDF (Portable Document Format) (.pdf)

To avoid delays in processing, ForwardHealth strongly encourages providers to upload their documents.

### Submitting Information

After making **all** their changes, providers are required to submit their information in order to save it. After submitting information, providers will receive one of the following messages:

- "Your information was **updated** successfully." This message indicates that providers' files were immediately updated with the changed information.
- "Your information was **uploaded** successfully." This message indicates that ForwardHealth needs to verify the information before providers' files can be updated. Additionally, an Application Submitted panel will display and indicate next steps.

### Verification

ForwardHealth will verify changes within 10 business days of submission. If the changes can be verified, ForwardHealth will update providers' files. In some cases, providers may receive a Change Notification letter indicating what information ForwardHealth updated. Providers should carefully review the Provider File Information Change Summary included with the letter to verify the accuracy of the changes. If any of the changes are inaccurate, providers can correct the information using the demographic maintenance tool. Providers may contact [Provider Services](#) if they have questions regarding the letter.

Regardless of whether or not providers are notified that their provider files were updated, changed information is not considered approved until 10 business days after the information was changed. If the changes cannot be verified within 10 business days, ForwardHealth will notify providers by mail that their provider files were not updated, and providers will need to make corrections using the demographic maintenance tool.

Topic #4340

## Designating a Trading Partner to Receive 835 Health Care Claim Payment/Advice Transactions

Providers must designate a trading partner to receive their 835 (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:

1. Access the Portal and log into their secure account by clicking the Provider link/button.
2. Click on the Designate 835 Receiver link on the right-hand side of the secure home page.
3. Enter the identification number of the trading partner that is to receive the 835 in the Trading Partner ID field.
4. 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 \(07/12\)\)](#) 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 #7417

## Patient Liability and Level of Care Information

Nursing home providers are able to use Portal enrollment verification to determine:

- The member's patient liability amount for the DOS (date of service).
- The member's level of care, or current revenue accommodation billing code, for the DOS.

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 email). 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, they 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 their 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 login is required to access the secure area of the Portal to submit or retrieve account and member information that may be sensitive.

The following information is available through the Portal:

- Listing of all Medicaid-enrolled 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 codes and managed care and Medicare information
- Provider search function for retrieving provider information such as the 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 #11517

## Nursing Home Rate Communications

Nursing home rate communications are available for viewing and downloading from the secure Provider page of the ForwardHealth Portal. New rate information will be posted throughout the year.

## Accessing Rate Communications

In order to access the nursing home rate communications on the secure Provider Portal, staff must be either the Portal Administrator or a Clerk assigned the role of "NH Rate Commun." For more information on adding Clerks and Clerk roles, refer to the Account User Guide on the [User Guides](#) page of the Portal.

Rate communications can be accessed by logging in to the secure Provider Portal and clicking the "Nursing Rate Communications" link in the Quick Links box.

## Public Rate Inquiry

A public rate inquiry function will also be available on the public Portal that will list the rates for all Wisconsin Medicaid-enrolled nursing homes. The public Portal is accessible to all users and does not require logging in with a username and password. The following functions will be available through public rate inquiry:

- Search for a specific nursing home's rates or view all nursing homes' rates
- Search for up to a year's worth of rate information per inquiry
- Display results and export information in a CSV (comma-separated values) file format that can be downloaded into a Microsoft Office Excel spreadsheet or into another compatible software program

To access this information, click the Public Rate Inquiry link on the [maximum allowable fee schedule page](#) of the Portal or on the nursing facility [Provider-specific Resources page](#).

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 revalidation. Providers will receive a separate PIN for revalidation.

A provider may need to request more than one PIN if he or she is a provider for more than one program or has more than one type of provider enrollment. A separate PIN will be needed for each provider enrollment. Health care providers will need to supply their NPI (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

enrollments. Select the correct enrollment for the account. The taxonomy code, ZIP+4 code, and financial payer for that enrollment will be automatically populated. Enter the SSN (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 gives providers access to all policy and billing information for Wisconsin Medicaid, BadgerCare Plus, ADAP (Wisconsin AIDS Drug Assistance Program), and WCDP (Wisconsin Chronic Disease Program). A secure ForwardHealth Portal account is not required to use the Online Handbook, as it is available to all Portal visitors.

Revisions to Online Handbook information are incorporated after policy changes have been issued in *ForwardHealth Updates*, typically on the policy effective date. The Online Handbook also links to the [Communication Home](#) page, which takes users to ForwardHealth Updates, user guides, and other communication pages.

The Online Handbook is designed to sort information based on user-entered criteria, such as program and provider type. It is organized into sections and chapters. Sections within each handbook may include the following:

- Claims
- Coordination of Benefits
- Covered and Noncovered Services
- Managed Care
- Member Information
- Prior Authorization
- Provider Enrollment and Ongoing Responsibilities
- Reimbursement
- Resources

Each section consists of separate chapters (e.g., claims submission, procedure codes), which contain further detailed information.

## Advanced Search Function

The Online Handbook has an advanced search function, which allows providers to search for a specific word or phrase within a user type, program, service area, or throughout the entire Online Handbook.

Providers can access the advanced search function by following these steps:

1. Go to the Portal.
2. Click **Online Handbooks** under the Policy and Communication heading.

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 searching 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 **Search**.

## ForwardHealth Publications Archive Area

The Handbook Archives page allows providers to view 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 **Communication Home** link under the Policy and Communication heading.
3. Click the **Online Handbooks** link on the left sidebar menu.
4. Click on the **ForwardHealth Handbook Archives** link at the bottom of the page.

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, they have complete access to all functions within the specific secure area of their Portal and are permitted to add, remove, and manage other individual roles.

Topic #4912

## **Portal Clerk Administrators**

A Portal administrator may choose to delegate some of the authority and responsibility for setting up and managing the users within their ForwardHealth Portal account. If so, the Portal administrator may establish a clerk administrator. An administrator or clerk administrator can create, modify, manage or remove clerks for a Portal account. When a clerk is created, the administrator or clerk administrator must grant permissions to the clerks to ensure they have the appropriate access to the functions they will perform. A clerk administrator can only grant permissions that they themselves have. For example, if an administrator gives a clerk administrator permission only for enrollment verification, then the clerk administrator can only establish clerks with enrollment verification permissions.

Even if a Portal administrator chooses to create a clerk administrator and delegate the ability to add, modify, and remove users from the same account, the Portal administrator is still responsible for ensuring the integrity and security of the Portal account.

Topic #4913

## **Portal Clerks**

The administrator (or the clerk administrator if the administrator has granted them authorization) may set up clerks within their ForwardHealth Portal account. Clerks may be assigned one or many roles (i.e., claims, PA (prior authorization), member enrollment verification). Clerks do not have the ability to establish, modify, or remove other accounts.

Once a clerk account is set up, the clerk account does not have to be established again for a separate Portal account. Clerks can easily be assigned a role for different Portal accounts (i.e., different ForwardHealth enrollments). To perform work under a different Portal account for which they have been granted authorization, a clerk can use the "switch org" function and toggle between the Portal accounts to which they have access. Clerks may be granted different authorization in each Portal account (i.e., they may do member enrollment verification for one Portal account, and HealthCheck inquires for another).

Topic #4740

## **Public Area of the Provider Portal**

The public Provider area of the ForwardHealth Portal offers a variety of important business features and functions that will 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.

## ForwardHealth Communications

[ForwardHealth Updates](#) announce changes in policy and coverage, PA (prior authorization) requirements, and claim submission requirements. They communicate new initiatives from the Wisconsin DHS (Department of Health Services) or new requirements from the federal CMS (Centers for Medicare and Medicaid Services) and the Wisconsin state legislature.

*Updates* reflect current policy at the time of publication; this information may change over time and be revised by a subsequent *Update*. *Update* information is added to the ForwardHealth Online Handbook after the *Update* is posted, unless otherwise noted.

The [ForwardHealth Update Summary](#) is an overview of the *Updates* published each month.

Providers should refer to the Online Handbook for current information. The Online Handbook is the source for current ForwardHealth policy and contains provider-specific information for various services and benefits.

## Training

Providers can register for all scheduled trainings and view online trainings via the [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 email) the provider wishes to receive back from Provider Services. Provider Services will respond to the inquiry within five business days. Information will be submitted via a secure connection.

## Online Enrollment

Providers can speed up the enrollment process for Medicaid by completing a [provider enrollment application](#) via the Portal. Providers can then track their application by entering their ATN (application tracking number) given to them on completion of the application.

## Other Resources 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 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).
- [Email subscription](#) service for *Updates*. Providers can register for email subscription to receive notifications of new provider publications via email. 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 PA and Amendment Requests Via the Portal

Nearly all service areas can submit PA requests via the Portal. Providers can do the following:

- Correct errors on PA or amendment requests via the Portal, regardless of how the PA request was originally submitted
- View all recently submitted and finalized PA and amendment requests
- Save a partially completed PA request and finish completing it at a later time (*Note:* providers are required to submit or re-save a PA request within 30 calendar days of the date the PA request was last saved)
- View all saved PA requests and select any to continue completing or delete
- 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 other health insurance (for example, commercial health insurance, Medicare, Medicare Advantage Plans), 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) transaction.
- 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 ForwardHealth 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
<b>Windows-Based Systems</b>	
Computer with at least a 500Mhz processor, 256 MB of RAM, and 100MB of free disk space	Microsoft Internet Explorer v. 6.0 or higher, or
Windows XP or higher operating system	Firefox v. 1.5 or higher
<b>Apple-Based Systems</b>	
Computer running a PowerPC G4 or Intel processor, 512 MB of RAM, and 150MB of free disk space	Safari, or Firefox v. 1.5 or higher



Mac OS X 10.2.x or higher operating system	
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Topic #4742

## Trading Partner Portal

The following information is available on the public [Trading Partners](#) 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 Partners area of the Portal, trading partners can exchange electronic transactions with ForwardHealth.

Trading partners using PES should be sure to enter the web logon and web password associated with the ForwardHealth Trading Partner ID that will be used on PES transactions. Prior to submitting transactions through PES, trading partners must also make sure their trading partner account is entered as the "Default Provider ID" on the Switch Organization page of the secure trading partner account on the Portal.

# Training Opportunities

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Topic #12757

## Training Opportunities

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

### On-Site Sessions

On-site training sessions are offered at various locations (e.g., hotel conference rooms, provider facilities) throughout the state. These training sessions include general all-provider sessions, service-specific and/or topic-specific sessions, and program-specific (such as WCDP (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 [HPE MyRoom](#). MyRoom sessions are offered on many of the same topics as on-site sessions, but online sessions offer the following advantages:

- Participants can attend training at their own computers without leaving the office.
- Sessions are interactive as participants can ask questions during the session.
- If requested or needed, a session can be quickly organized to cover a specific topic for a small group or office.

For some larger training topics (such as ForwardHealth Portal Fundamentals), the training may be divided into individual modules, with each module focused on a particular subject. This allows participants to customize their training experience.

Registration, including an e-mail address, is required to attend Virtual Room sessions, so important session information can be sent to participants prior to the start of the session. Online registration is available on the [Trainings](#) page of the Portal.

### Recorded Webcasts

Recorded Webcasts are available on a variety of topics, including some of the same topics as on-site and online sessions. Like Virtual Room sessions, some recorded Webcasts on larger training topics may be divided into individual Webcast modules, allowing participants to customize their training experience. Recorded Webcasts allow providers to view the training at their convenience on their own computers.

Registration is not required to view a recorded Webcast. Related training materials are available to download and print from the specific [Webcast training session page](#) on the Portal.

### Notification of Training Opportunities

In addition to information on the Trainings page of the Portal, upcoming training session information is distributed directly through messages to providers who have secure Portal accounts and to providers who have registered for the ForwardHealth e-mail subscription service.

To sign up for a secure Portal account, click the "Request Portal Access" link in the Quick Links box on the [Provider](#) page of the Portal. To sign up for e-mail subscription, click "Register for E-mail Subscription" in the Quick Links box on the Provider page of the Portal.

## Updates

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Topic #478

### Accessing ForwardHealth Communications

[ForwardHealth Updates](#) announce changes in policy and coverage, prior authorization requirements, and claim submission requirements. They communicate new initiatives from the Wisconsin Department of Health Services or new requirements from the federal Centers for Medicare and Medicaid Services and the Wisconsin state legislature.

*Updates* reflect current policy at the time of publication; this information may change over time and be revised by a subsequent *Update*. *Update* information is added to the Online Handbook after the *Update* is posted, unless otherwise noted.

The [ForwardHealth Update Summary](#) is an overview of the *Updates* published each month.

Providers should refer to the [ForwardHealth Online Handbook](#) for current information. The Online Handbook is the source for current ForwardHealth policy and contains provider-specific information for various services and benefits.

Topic #4458

### Electronic Notifications from ForwardHealth

ForwardHealth sends electronic messaging via Portal Account messaging and e-mail subscription messaging to notify of newly released *ForwardHealth Updates* and the monthly *ForwardHealth Update Summary*. ForwardHealth also uses electronic messaging to communicate training opportunities and other timely information. Providers who have established a ForwardHealth Portal account automatically receive notifications from ForwardHealth in their Portal Messages inbox. Providers and other interested parties may register to receive e-mail subscription notifications.

#### E-mail Subscription

When registering for e-mail subscription, providers and other interested parties are able to select, by program (Wisconsin Medicaid, BadgerCare Plus, ADAP (Wisconsin AIDS Drug Assistance Program), or WCDP (Wisconsin Chronic Disease Program)), provider type (e.g., physician, hospital, DME (durable medical equipment) vendor), and/or specific information of interest, (Trading Partner and ICD-10 (International Classification of Diseases, 10th Revision) Project Information) to designate what information they would like to receive. Any number of staff or other interested parties from an organization may sign up for an e-mail subscription and may select multiple subscription options.

#### Registering for E-mail Subscription

Users may sign up for an e-mail subscription by following these steps:

1. Click the Register for E-mail Subscription link on the [ForwardHealth Portal](#) home page.
2. In the Quick Links section on the right side of the screen, click Register for E-mail Subscription.
3. The Subscriptions page will be displayed. In the E-Mail field in the New Subscriber section, enter the e-mail address to which messages should be sent.
4. Enter the e-mail address again in the Confirm E-Mail field.
5. Click Register. A message will be displayed at the top of the Subscriptions page indicating the registration was successful. If there are any problems with the registration, an error message will be displayed instead.

6. Once registration is complete, click the program for which you want to receive messages in the Available Subscriptions section of the Subscriptions page. The selected program will expand and a list of service areas will be displayed.
7. Select the service area(s) for which you want to receive messages. Click Select All if you want to receive messages for all service areas.
8. When service area selection is complete, click Save at the bottom of the page.

The selected subscriptions will load and a confirmation message will appear at the top of the page.

Topic #4460

## Full Text Publications Available

Providers without internet access may call [Provider Services](#) to request that a paper copy of a *ForwardHealth Update* be mailed to them. To expedite the call, correspondents will ask providers for the *Update* number. Providers should allow seven to 10 business days for delivery.

# WiCall

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Topic #257

## Enrollment Inquiries

WiCall is an [AVR \(Automated Voice Response\)](#) 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 member ID, if available, that exists on the DOS or within the DOS range selected will be listed.
- Commercial health 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
  - Request enrollment information for the same member using a different financial payer
  - Hear another member's enrollment information using the same financial payer
  - Hear another member's enrollment information using a different financial payer
  - 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 financial payer (program, i.e., Wisconsin Medicaid, WCDP (Wisconsin Chronic Disease Program), or WWWP (Wisconsin Well Woman Program)) and 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.

## PA 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 (International Classification of Diseases) procedure code). When a match is found, WiCall reports back the PA status information, including the PA number for future reference, and the applicable program.

Information on past PAs is retained indefinitely. Paper PAs require a maximum of 20 working days from receipt to be processed and incorporated into WiCall's PA status information.

*Note:* PA information for BadgerCare Plus and SeniorCare is available by selecting the Medicaid option.

Topic #765



# Quick Reference Guide

The WiCall [AVR \(Automated Voice Response\) Quick Reference Guide](#) displays the information available for WiCall inquiries.

## Automated Voice Response Quick Reference Guide

