

# Certification and Ongoing Responsibilities

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Archive Date:05/03/2010

## Certification and Ongoing Responsibilities: Certification

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### Border Status Providers

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

Exceptions to this policy include:

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

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

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

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

### Categories of Certification

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

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

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

#### Billing/Rendering Provider

Certification as billing/rendering provider allows providers to identify themselves on claims (and other forms) as either the provider billing for the services or the provider rendering the services.

#### Rendering Provider

Certification as a rendering provider is given to those providers who practice under the professional supervision of another provider (e.g., physician assistants). Providers with a rendering provider certification cannot submit claims to ForwardHealth directly, but have reimbursement rates established for their provider type. Claims for services provided by a rendering provider must include the supervising provider or group provider as the billing provider.

#### Group Billing

Certification as a group billing provider is issued primarily as an accounting convenience. This allows a group billing provider to

receive one reimbursement, one RA, and the 835 transaction for covered services rendered by individual providers within the group.

### **Group Billing That Requires a Rendering Provider**

Individual providers within certain groups are required to be Medicaid certified because these groups are required to identify the provider who rendered the service on claims. Claims indicating these group billing providers that are submitted without a rendering provider are denied.

### **Group Billing That Does Not Require a Rendering Provider**

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

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

## **Certification Application**

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

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

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

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

### **General Certification Information**

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

### **Certification Requirements**

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

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

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

Providers should carefully complete the certification materials and send all applicable documents demonstrating that they meet the

stated Medicaid certification criteria. Providers may call [Provider Services](#) for assistance with completing these materials.

## Terms of Reimbursement

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

## Provider Application

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

## Provider Agreement and Acknowledgement of Terms of Participation

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

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

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

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

## Completing Certification Applications

Health care providers are required to include their NPI on the certification application.

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

## Portal Submission

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

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

records.

## Paper Submission

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

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

ForwardHealth  
 Provider Maintenance  
 6406 Bridge Rd  
 Madison WI 53784-0006

Written requests for certification materials must include the following:

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

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

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

## Comprehensive Agency Outreach and Case Management Plan Requirements

Per [DHS 105.52](#), Wis. Admin. Code, an agency must submit an outreach plan to receive certification for providing PNCC services. To be approved, the plan must, at a minimum:

1. Document that the agency is located in the area it will serve.
2. Document that the agency employs at least one qualified professional with at least two years' experience coordinating services for at-risk or low-income pregnant women.
3. Indicate that a qualified professional will be on staff, under contract, or available in a volunteer capacity to supervise the risk assessment and ongoing care coordination and monitoring. Qualified professionals include:
  - A nurse practitioner licensed as a certified nurse pursuant to s. [441.06](#), Wis. Stats., and currently certified by the American Nurses' Association, the National Board of Pediatric Nurse Practitioners and Associates, or the Nurses' Association of the American College of Obstetricians and Gynecologists' Certification Corporation.
  - A nurse midwife certified under [DHS 105.201](#), Wis. Admin. Code.
  - A public health nurse meeting the qualifications of [DHS 139.08](#), Wis. Admin. Code.
  - A physician licensed under ch. [448](#), Wis. Stats., to practice medicine or osteopathy.

- A physician assistant certified under ch. 448, Wis. Stats.
  - A dietitian certified or eligible for registration by the Commission on Dietetic Registration of the American Dietetic Association with at least two years of community health experience. (Per proposed rule change, the following is also acceptable: A dietitian certified by the State of Wisconsin [CD] or registered by the American Dietetic Association [RD] with at least 2 years of community health experience.)
  - A certified nurse with at least two years of experience in maternity nursing and/or community health service.
  - A social worker with at least a bachelor's degree and two years of experience in a health care or family services program.
  - A health educator with a master's degree in health education and at least two years of experience in community health services.
4. Document that the agency has on staff, under contract, or available in a volunteer capacity an individual(s) with the expertise necessary to provide health education and nutrition counseling. The individual must be a qualified professional as defined above and have the demonstrated ability, based on education or at least one year of experience, to provide health education and nutrition counseling.
  5. Document that the agency has a variety of techniques to identify low-income pregnant women. For example, the agency could indicate that it has developed or is in the process of developing a working relationship with local health care and social service providers WIC, the local human or social services department, an Early Identification of Pregnancy program, and the local high school.
  6. Identify the name, address, and the telephone number of the following local resources:
    - WIC.
    - Maternal and child health services.
    - The county, city, or combined city and county public health agency.
    - Child day care services.
    - Mental health and substance abuse (alcohol or other drug abuse) prevention and treatment agencies.
    - The county protective service agency.
    - Domestic abuse agencies.
    - Translator and interpreter services, including services for the hearing impaired.
    - Family support services.
    - Transportation services (e.g., local county transportation or volunteer services).
  7. Document that the agency has identified Wisconsin Medicaid-certified primary health care providers (e.g., certified nurse midwives, nurse practitioners, physicians) in the agency's locality, has referral relationships with them, and the providers have agreed to serve the members.

Agencies located in counties with Wisconsin Medicaid HMOs must have on file a signed copy of a [MOU](#) with each HMO.

8. Document that the agency has experience dealing with the racial/ethnic group(s) with which it intends to work. This documentation could include one or more of the following:
  - Records showing the racial and ethnic breakdown of the population that the agency served in the past.
  - Records showing the agency has developed, implemented, and evaluated programs specifically targeted toward the ethnic/racial group(s).
  - Records showing the agency has provided health care services in a geographic area where a significant percentage of the population was the same as the agency's targeted racial or ethnic group(s).
  - Evidence that the agency's board of administration has a significant amount of representation from the targeted group(s).
  - Letters of support from minority health service organizations which represent the target groups.
  - Evidence of the agency's ability to address pertinent cultural issues such as cultural norms and beliefs, language, outreach, networking, and extended family relationships.
    - Describe the agency's ability to arrange for supportive services provided by other funding sources such as county transportation, county protective services, interpreter services, child care services, and housing. This documentation should include the methods, techniques, and contacts which will be used to offer and provide assistance in accessing these services.
    - Document that the agency has the capability to provide ongoing PNCC and monitoring of high-risk pregnant women to ensure that all necessary services are obtained.

These requirements are the standard certification expectations. Agencies may apply for certification if they do not meet these

standards. Application approval in such cases depends on the agency's demonstration that it has developed reasonable alternative means to assure adequacy and quality of the PNCC services.

## Effective Date of Medicaid Certification

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

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

## Group Certification Effective Dates

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

ForwardHealth  
 Provider Maintenance  
 6406 Bridge Rd  
 Madison WI 53784-0006

## Request for Change of Effective Date

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

## Medicare Enrollment

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

The enrollment process for Medicare is separate from Wisconsin Medicaid's certification process. Providers applying for Medicare

enrollment *and* Medicaid certification are encouraged to apply for Wisconsin Medicaid certification at the same time they apply for Medicare enrollment, even though Medicare enrollment must be finalized first. By applying for Medicare enrollment and Medicaid certification simultaneously, it may be possible for ForwardHealth to assign a Medicaid certification effective date that is the same as the Medicare enrollment date.

## Materials for New Providers

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

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

## Multiple Locations

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

## Multiple Services

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

Health care providers who are federally required to have an NPI are responsible for obtaining the appropriate certification for their NPI.

If a Medicaid-certified provider begins offering a new service *after* he or she has become initially certified, it is recommended that he or she call [Provider Services](#) to inquire if another application must be completed.

## Notice of Certification Decision

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

Providers who meet the certification requirements will be sent a welcome letter and a copy of the signed provider agreement. Included with the letter is an attachment with important information such as effective dates, assigned provider type and specialty, and taxonomy code. This information will be used when conducting business with BadgerCare Plus, Medicaid, or SeniorCare (for example, health care providers will need to include their taxonomy code, designated by Wisconsin Medicaid, on claim submissions and requests for PA).

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



## Provider Addresses

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

- *Practice location address and related information (formally known as physical address)*. This address is where the provider's office is physically located and where records are normally kept. Additional information for the practice location includes the provider's office telephone number and telephone number for member's use. With limited exceptions, the practice location and telephone number for member's use are published in a provider directory made available to the public.
- *Mailing address*. This address is where ForwardHealth will mail general information and correspondence. Providers should indicate concise address information to aid in proper mail delivery.
- *PA address*. This address is where ForwardHealth will mail PA information.
- *Financial addresses (formally known as payee address)*. Two separate financial addresses are stored in ForwardHealth interChange. The checks address is where Wisconsin Medicaid will mail paper checks. The 1099 mailing address is where Wisconsin Medicaid will mail IRS Form 1099.

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

*Note:* Providers are cautioned that any changes to their practice location on file with ForwardHealth may alter their ZIP+4 code information required on transactions. Providers may verify the ZIP+4 code for their address on the [U.S. Postal Service Web site](#).

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

## Provider Type and Specialty Changes

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

Health care providers who are federally required to have an NPI are cautioned that any changes to their provider type and/or specialty information on file with ForwardHealth may alter the [applicable taxonomy code](#) for a provider's certification.

## Reinstating Certification

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

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

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

## Requirements

According to [DHS 106.02\(9\)](#), Wis. Admin. Code, all providers are required to prepare and maintain truthful, accurate, complete,

legible, and concise documentation and records. Providers may keep records in written or electronic formats. If providers keep electronic records, they are required to have hard copies available for review and audit.

[DHS 105.52\(1\)](#), Wis. Admin. Code, defines the following types of providers and agencies as eligible for Medicaid certification as PNCC providers:

- A community-based health organization.
- A community-based social services agency or organization.
- A county, city, or combined city and county public health agency.
- A county department of human services under [s. 46.23](#), Wis. Stats., or social services under [s. 46.215](#) or [s. 46.22](#), Wis. Stats.
- A family planning agency certified under [DHS 105.36](#), Wis. Admin. Code.
- An FQHC as defined in 42 CFR 405.2401(b).
- An HMO.
- An IPA.
- A hospital.
- A physician's office or clinic.
- A private case management agency.
- A certified nurse or nurse practitioner.
- An RHC certified under [DHS 105.35](#), Wis. Admin. Code.
- A tribal agency health center.
- A WIC program under 42 USC 1786.

For Medicaid certification as a PNCC service provider, qualified agencies must submit a comprehensive agency outreach and care management plan to Wisconsin Medicaid for approval.

## Subcontracting for Prenatal Care Coordination Services

Medicaid-certified PNCC providers may subcontract with agencies not certified by Wisconsin Medicaid for PNCC services. However, the Medicaid-certified provider retains all legal and fiscal responsibility for the services provided by subcontractors.

It is the certified provider's responsibility to ensure that the subcontractor provides services and maintains records in accordance with Medicaid requirements for the provision of PNCC services. According to [DHS 105.02\(6\)\(a\)](#), Wis. Admin. Code, the following records must be maintained:

"Contracts or agreements with persons or organizations for the furnishing of items or services, payment for which may be made in whole or in part, directly or indirectly, by Wisconsin Medicaid."

The Medicaid-certified provider is responsible for ensuring that its subcontractors meet all program requirements and receive copies of materials distributed from Wisconsin Medicaid.

Wisconsin Medicaid sends provider materials to Medicaid-certified providers only, unless materials are specifically requested by individuals or agencies who are not certified by Wisconsin Medicaid.

Although the subcontracted agency may submit claims to Wisconsin Medicaid using the certified provider's Medicaid number, Wisconsin Medicaid only reimburses the certified provider.

## Tracking Certification Materials

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

to track the status of their certification application.

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

## **Tracking Through the Portal**

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

## **Tracking Through Provider Services**

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

## Documentation

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### 1099 Miscellaneous Forms

ForwardHealth generates the 1099 Miscellaneous form in January of each year for earnings greater than \$600.00, per 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 share the same tax identification number. For example, a provider who conducts business with both Medicaid and WCDP will receive separate 1099 Miscellaneous forms for each program.

The 1099 Miscellaneous forms are sent to the address designated as the "1099 mailing address." The address formerly known as the "payee address" is used as the 1099 mailing address unless a provider has reported a separate address for the 1099 mailing address to ForwardHealth.

### Assessment Updates

Providers may update the [Prenatal Care Coordination Pregnancy Questionnaire](#) as frequently as needed. Providers may also administer other assessment instruments periodically, if appropriate, to determine the member's progress toward meeting established goals.

Providers should indicate the "Prenatal care, at risk enhanced service; care coordination" procedure code (H1002) when submitting claims for updates to the Pregnancy Questionnaire and/or administration of other assessments.

### Availability of Records to Authorized Personnel

The DHCAA has the right to inspect, review, audit, and reproduce provider records pursuant to [DHS 106.02\(9\)\(e\)](#), Wis. Admin. Code. The DHCAA periodically requests provider records for compliance audits to match information against ForwardHealth's information on paid claims, PA requests, and enrollment. These records include, but are not limited to, medical/clinical and financial documents. Providers are obligated to ensure that the records are released to an authorized DHCAA staff member(s).

Wisconsin Medicaid reimburses providers \$0.06 per page for the cost of reproducing records requested by the DHCAA to conduct a compliance audit. A letter of request for records from the DHCAA will be sent to a provider when records are required.

Reimbursement is not made for other reproduction costs included in the provider agreement between the DHCAA and a provider, such as reproduction costs for submitting PA requests and claims.

Also, state-contracted MCOs, including HMOs and SSI HMOs, are not reimbursed for the reproduction costs covered in their contract with the DHS.

The reproduction of records requested by the PRO under contract with the DHCAA is reimbursed at a rate established by the PRO.

### Care Plan Development

Care planning will be reimbursed as a PNCC service when provided by qualified staff. Care planning includes developing *and* implementing the care plan. The development of a care plan will be reimbursed for members who score four or more points on the [Prenatal Care Coordination Pregnancy Questionnaire](#) or who are under 18 years of age. A completed questionnaire must predate the care plan.

The development of one care plan will be reimbursed for each member, per pregnancy. (Updates to the care plan will be reimbursed under the care coordination procedure code.)

The care coordinator is required to develop an individualized care plan for each eligible member. A specific care plan format is not required, but the care plan must be:

- Developed (or reviewed) and signed or initialed by a qualified professional.
- In writing.
- Based on the results of the Pregnancy Questionnaire.

Providers should note in the care plan if the recipient does not want to address issues identified in the Pregnancy Questionnaire.

To ensure the member's needs are met, the care plan must:

- Identify needs, problems, necessary services, necessary referrals, and frequency of monitoring.
- Include an array of services regardless of funding sources.

Providers may use the [Pregnancy Questionnaire Summary](#) as an aid in identifying the member's unmet needs.

To the maximum extent possible, include the member in the development and any subsequent revisions of the care plan. Include family members and other supportive persons as appropriate. The member and care coordinator who developed the care plan are required to sign and date the plan.

## Care Plan Updates

Providers are required to review and update the [care plan](#) at least every 60 days, or earlier if the member's needs change. The provider and the member are required to sign and date all updates to the care plan. The provider may initial updates to the care plan if a signature page is included in the member's file. Providers are required to keep signed copies of the updates in the member's file.

Providers should indicate the "Prenatal care, at risk enhanced service; care coordination" procedure code (H1002) when submitting claims for updates to the care plan.

## Confidentiality

ForwardHealth supports member rights regarding the confidentiality of health care and other related records, including an applicant or member's billing information or medical claim records. An applicant or member has a right to have this information safeguarded, and the provider is obligated to protect that right. Therefore, use or disclosure of any information concerning applicants and members for any purpose not connected with program administration, including contacts with third-party payers that are necessary for pursuing third-party payment and the release of information as ordered by the court, is prohibited unless authorized by the applicant or member.

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

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

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

A provider is not subject to civil or criminal sanctions when releasing records and information regarding applicants or members if such

release is for purposes directly related to administration or if authorized in writing by the applicant or member.

## Electronic

Records kept electronically are subject to the same requirements as those maintained on paper. In addition, the following requirements apply to electronic documentation:

- Providers are required to have a paper or electronic back-up system for electronic documentation. This could include having files saved on disk or CD in case of computer failure.
- For audits conducted by the DHCF, providers are required to produce paper copies of electronic records upon request.
- Providers are required to have safeguards to prevent unauthorized access to the records.

Providers are required to have the signature of the individual performing each service and maintain each signature in their records. This individual is referred to as the "performer."

## Electronic Signature Standards

Wisconsin Medicaid accepts electronic signatures as long as the provider has established policies and procedures regarding the use of electronic signatures. Providers are required to meet the following guidelines when using electronic signatures:

- The electronic signature of the performing provider must be under the sole control of that individual. Only the performer has the authority to use his or her electronic signature.
- Documentation must show the electronic signature that belongs to each performer. For example, if a performer uses a number, the provider is required to maintain a confidential list that contains the performer's name and corresponding electronic signature number.

The following are examples of electronic signatures:

- Typed name — Performer may type his or her complete name.
- Number — Performer may type a number unique to him or her.
- Initials — Performer may type initials unique to him or her.

No one may sign on behalf of the performer. Also, the performer is required to review, sign, and date each entry in a member's record when information is entered on the performer's behalf.

## Financial Records

According to [DHS 106.02\(9\)\(c\)](#), Wis. Admin. Code, a provider is required to maintain certain financial records in written or electronic form.

## Medical Records

A dated clinician's signature must be included in all medical notes. According to [DHS 106.02\(9\)\(b\)](#), Wis. Admin. Code, a provider is required to include certain written documentation in a member's medical record.

## Medical Records Requiring a Signature

The following are examples of records requiring either a handwritten or electronic signature:

- Assessments.

- Case plans.
- Progress notes.
- All contacts with, or on behalf of, a member.

## 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.

## Preparation and Maintenance of Records

All providers who receive payment from Wisconsin Medicaid, including state-contracted MCOs, are required to maintain records that fully document the basis of charges upon which all claims for payment are made, according to [DHS 106.02\(9\)\(a\)](#), Wis. Admin. Code. This required maintenance of records is typically required by any third-party insurance company and is not unique to ForwardHealth.

## 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, who are required to retain records for a minimum of six years from the date of payment.

According to [DHS 106.02\(9\)\(d\)](#), Wis. Admin. Code, providers are required to retain all evidence of billing information.

Ending participation as a provider does not end a provider's responsibility to retain and provide access to fully maintained records unless an alternative arrangement of record retention and maintenance has been established.

## Reviews and Audits

The DHS periodically reviews provider records. The DHS has the right to inspect, review, audit, and photocopy the records. Providers are required to permit access to any requested record(s), whether in written, electronic, or micrographic form.

## Records Requests

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

- When the member is a dual eligible (i.e., member is eligible for both Medicare and Wisconsin Medicaid or BadgerCare Plus) and is requesting materials pursuant to *Medicare* regulations.
- When the provider is attempting to exhaust all existing health insurance sources prior to submitting claims to BadgerCare Plus.

## Request from a Member or Authorized Person

If the request for a member's billing information or medical claim records is from a member or authorized person acting on behalf of the member, the provider should send a copy of the requested billing information or medical claim records, along with the name and address of the requester, to the following address:

Department of Health Services

Casualty/Subrogation Program  
 PO Box 6243  
 Madison WI 53791

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

## **Request from an Attorney, Insurance Company, or Power of Attorney**

If the request for a member's billing information or medical claim records is from an attorney, insurance company, or power of attorney, the provider should do the following:

1. Obtain a release signed by the member or authorized representative.
2. Furnish the requested material to the requester, marked "BILLED TO FORWARDHEALTH" or "TO BE BILLED TO FORWARDHEALTH," with a copy of the release signed by the member or authorized representative. Approval from ForwardHealth is not necessary.
3. Send a notice of the material furnished to the requester to Coordination of Benefits at the previously listed address with a copy of the signed release.

## **Request for Information About a Member Enrolled in a State-Contracted Managed Care Organization**

If the request for a member's billing information or medical claim records is for a member enrolled in a state-contracted MCO, the provider is required to do the following:

1. Obtain a release signed by the member or authorized representative.
2. Send a copy of the letter requesting the information, along with the release signed by the member or authorized representative, directly to the MCO.

The MCO makes most benefit payments and is entitled to any recovery that may be available.

## **Request for a Statement from a Dual Eligible**

If the request is for an itemized statement from a dual eligible, pursuant to HR 2015 (Balanced Budget Act of 1997) s. 4311, a dual eligible has the right to request and receive an itemized statement from his or her Medicare-certified health care provider. The Act requires the provider to furnish the requested information to the member. The Act does *not* require the provider to notify ForwardHealth.

## **For More Information**

For additional information about requests for billing information or medical claim records, providers should call Provider Services. Providers may also write to the following address:

Division of Health Services  
 Estate and Casualty Recovery Section  
 PO Box 309  
 Madison WI 53701-0309

## **Release of Billing Information to Government Agencies**

Providers are permitted to release member information without informed consent when a written request is made by the DHS or the federal HHS to perform any function related to program administration, such as auditing, program monitoring, and evaluation.



Providers are authorized under BadgerCare Plus 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.

## Requirements

According to [DHS 106.02\(9\)](#), Wis. Admin. Code, all providers are required to prepare and maintain truthful, accurate, complete, legible, and concise documentation and records. Providers may keep records in written or electronic formats. If providers keep electronic records, they are required to have hard copies available for review and audit.

As defined in [DHS 105.52\(5\)](#), Wis. Admin. Code, the member's file must include the following information, as appropriate:

- Verification of the member's pregnancy.
- The member's completed [Prenatal Care Coordination Pregnancy Questionnaire](#). The questionnaire must be scored, signed, and dated. The member's care plan, signed and dated as required. The provider may initial the care plan if a signature page is included in the member's record.
- Completed consent document(s) for release of information.
- A written record of all member-specific care coordination and monitoring activities. The record must include documentation of the following information:
  - The member's name.
  - The date of the contact.
  - The full name and title of the person who made the contact.
  - A clear description of the reason for and nature of the contact.
  - The results of the contact.
  - The length of time of the contact (the number of minutes or the exact time; e.g., 9:15-10:05 a.m.).
  - Where or how the contact was made.
- Referrals and follow up.
- All pertinent correspondence relating to coordination of the member's prenatal care.

The following are general guidelines for documentation of activities:

- Maintain accurate and legible documentation.
- Correct errors with caution. Do not erase or obliterate errors in established records. Instead, draw a line through the error so the words remain legible. Sign or initial and date the correction.
- Arrange the file in logical order if possible, so that documents can easily be reviewed and audited.
- Ensure that all entries are signed and dated and are in chronological order. Initials are acceptable if the member's file includes a page bearing the provider's full name and signature.
- Keep documentation concise, but descriptive and pertinent. The notation for each entry should be reasonably reflective of the length of time documented for the activity.

For example, an entry stating, "Called Member X to remind her of her prenatal appointment" should not have a length of time of thirty minutes. A more reasonable notation would state: "Called Member X to remind her of her upcoming prenatal appointment. Answered Member X's questions regarding transportation and child care for her other children. Also provided her with the name and telephone numbers of several child care providers in the area. Made plans with the member for a follow-up home visit."

- If unusual abbreviations and symbols are used routinely (e.g., abbreviations pertaining to internal policy or personal shorthand codes), maintain a key describing each one.

Wisconsin Medicaid provides a [sample time log](#) form for providers to document activities that were performed.

## Ongoing Responsibilities

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### 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 \(nondiscrimination\)](#).

### Change in Ownership

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

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

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

- Ambulatory surgery centers.
- ESRD services providers.
- Federally qualified health centers.
- Home health agencies.
- Hospice providers.
- Hospitals (inpatient and outpatient).
- Nursing homes.
- Outpatient rehabilitation facilities.
- Rehabilitation agencies.
- RHCs.

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

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

### Repayment Following Change in Ownership

Medicaid-certified providers who sell or otherwise transfer their business or business assets are required to repay ForwardHealth for any erroneous payments or overpayments made to them by Wisconsin Medicaid. If necessary, the provider to whom a transfer of ownership is made will also be held liable by ForwardHealth for repayment. Therefore, prior to final transfer of ownership, the provider acquiring the business is responsible for contacting ForwardHealth to ascertain if he or she is liable under this provision.

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

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

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

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

## 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 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 at no cost to the LEP individual in order to provide meaning access.
- Not providing translation of vital documents to the LEP groups who represent five percent or 1,000, whichever is smaller, in the provider's area of service delivery.

*Note:* Limiting practice by age is not age discrimination and specializing in certain conditions is not disability discrimination. For further information, see 45 CFR Part 91.

Providers are required to be in compliance with the previously mentioned laws as they are currently in effect or amended. Providers who employ 25 or more employees and receive \$25,000 or more annually in Medicaid reimbursement are also required to comply with the DHS [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 his or her goods and services available to and usable by people with disabilities to the extent that it is readily achievable to do so (i.e., to the extent that needed changes can be accomplished without much difficulty or expense).

2. Provide auxiliary aids and services so that people with sensory or cognitive disabilities have access to effective means of communication, unless doing so would fundamentally alter the operation or result in undue burdens.
3. Modify any policies, practices, or procedures that may be discriminatory or have a discriminatory effect, unless doing so would fundamentally alter the nature of the goods, services, facilities, or accommodations.
4. Ensure that there are no unnecessary eligibility criteria that tend to screen out or segregate individuals with disabilities or limit their full and equal enjoyment of the place of public accommodation.

## Age Discrimination Act of 1975

The Age Discrimination Act of 1975 prohibits discrimination on the basis of age in programs and activities receiving federal financial assistance. The Act, which applies to all ages, permits the use of certain age distinctions and factors other than age that meet the Act's requirements.

## Contracted Staff

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

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

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

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

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

## Examples of Ongoing Responsibilities

Responsibilities for which providers are held accountable are described throughout the Online Handbook. Medicaid-certified providers have responsibilities that include, but are not limited to, the following:

- Providing the same level and quality of care to ForwardHealth members as private-pay patients.
- Complying with all state and federal laws related to ForwardHealth.
- Obtaining PA 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, financial records, along with other documentation, for a period of not less than five years from the date of payment, except rural health clinic providers who are required to retain records for a minimum of six years from the date of payment.
- Billing only for services that were actually provided.
- Allowing a member access to his or her records.
- Monitoring contracted staff.
- Accepting Medicaid reimbursement as payment in full for covered services.
- Keeping provider information (i.e., address, business name) current.

- Notifying ForwardHealth of changes in ownership.
- Responding to Medicaid recertification notifications.
- Safeguarding member confidentiality.
- Verifying member enrollment.
- Keeping up-to-date with changes in program requirements as announced in ForwardHealth publications.

## Keeping Information Current

### Types of Changes

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

- Address(s) — practice location and related information, mailing, PA, and/or financial.
- Telephone number, including area code.
- Business name.
- Contact name.
- Federal Tax ID number (IRS number).
- Group affiliation.
- Licensure.
- Medicare NPI for health care providers or Medicare provider number for providers of *non-healthcare* services.
- Ownership.
- Professional certification.
- Provider specialty.
- Supervisor of nonbilling providers.

Failure to notify ForwardHealth of changes may result in the following:

- Incorrect reimbursement.
- Misdirected payment.
- Claim denial.
- Suspension of payments in the event that provider mail is returned to ForwardHealth for lack of a current address.

Entering new information on a claim form or PA request is *not* adequate notification of change.

### Address Changes

Healthcare providers who are federally required to have an NPI are cautioned that changes to their practice location address on file with ForwardHealth may alter their ZIP+4 code information that is required on transactions.

## Submitting Changes in Address or Status

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

### ForwardHealth Portal Submission

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

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

## Paper Submission

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

## Change Notification Letter

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

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

## Notify Division of Quality Assurance of Changes

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

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

## Legal Framework

The following laws and regulations provide the legal framework for BadgerCare Plus, Medicaid, and Wisconsin Well Woman Medicaid:

- Federal Law and Regulation:
  - Law — United States Social Security Act; Title XIX (42 US Code ss. 1396 and following) and Title XXI.
  - Regulation — Title 42 CFR Parts 430-498 and Parts 1000-1008 (Public Health).
- Wisconsin Law and Regulation:
  - Law — Wisconsin Statutes: [49.43-49.499](#), [49.665](#), and [49.473](#).
  - Regulation — Wisconsin Administrative Code, Chapters [DHS 101](#), [102](#), [103](#), [104](#), [105](#), [106](#), [107](#), and [108](#).

Laws and regulations may be amended or added at any time. Program requirements may not be construed to supersede the provisions of these laws and regulations.

The information included in the ForwardHealth Portal applies to BadgerCare Plus, Medicaid, and Wisconsin Well Woman Medicaid. BadgerCare Plus, Medicaid, and Wisconsin Well Woman Medicaid are administered by the DHS. Within the DHS, the DHCAA is directly responsible for managing these programs.

Section [49.46\(2\)\(b\)12](#), Wis. Stats. and [DHS 105.52](#) and [107.34](#), Wis. Admin. Code provide the legal framework for PNCC services.

PNCC was added as a Wisconsin Medicaid benefit as authorized by Act 39, the 1991-93 state budget, as amended by Act 269

Laws of 1991.

## Outreach

Outreach involves identifying eligible, low-income pregnant women, who may be unaware of or not have access to PNCC services, and informing them about the benefit. Providers may use a variety of strategies to market and promote PNCC services in the community, such as informational brochures or community presentations.

Providers are not reimbursed separately for outreach activities. Wisconsin Medicaid includes the reimbursement for outreach activities in the reimbursement for the initial assessment.

## Submitting Cost Reports

The WIMCR initiative is a cost-based payment system for counties certified as Medicaid providers of community-based services that provides additional funding for Wisconsin Medicaid while remaining cost neutral for counties.

All counties certified as Medicaid providers of community-based services are required to submit cost reports to ForwardHealth. Cost reports are required under WIMCR for the following services provided and billed to Wisconsin Medicaid by county providers:

- Case management services.
- Child/adolescent day treatment.
- Community support program services.
- Home health services.
- Medical day treatment services.
- Mental health crisis intervention services.
- Outpatient mental health and substance abuse services, including evaluation, psychotherapy, and substance abuse counseling and intensive in-home mental health services for children under HealthCheck.
- Outpatient mental health and substance abuse services provided in the home and community. (The non-federal share of this service is provided by the county.)
- Personal care services.
- PNCC services.
- Substance abuse day treatment.

If Wisconsin Medicaid is not billed by the county for case management services, no cost report is required.

## Cost Reporting Web Tool

Counties are required to submit cost reports online by using the [WIMCR Web tool](#). After registering on the Web site, the user will be directed to the WIMCR home page where the following information is located:

- Certification of Medicaid Operating Deficit and Application for Distribution of Federal Financial Participation.
- Past WIMCR Cost Reports.
- The WIMCR Cost Report Instruction Manual.
- Other WIMCR reference documents.

## WIMCR Initiative Information

For further information about the WIMCR initiative, refer to the document titled, "[Questions and Answers Regarding Wisconsin Medicaid Cost Reporting Including Medicaid Payments, CSDRB, CBMAC, and the State/County Contracts.](#)"



## Provider Numbers

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### National Provider Identifier

Health care providers are required to indicate an NPI on electronic and paper transactions submitted to ForwardHealth.

The NPI is a 10-digit number obtained through NPPES.

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

There are two kinds of NPIs:

- Entity Type 1 NPIs are for individuals who provide health care, such as physicians, dentists, and chiropractors.
- Entity Type 2 NPIs are for organizations that provide health care such as hospitals, group practices, pharmacies, and home health agencies.

It is possible for a provider to qualify for both Entity Type 1 and Entity Type 2 NPIs. For example, an individual physical therapist may also be the owner of a therapy group that is a corporation and have two Wisconsin Medicaid certifications — one certification as an individual physical therapist and the other certification as the physical therapy group. A Type 1 NPI for the individual certification and a Type 2 NPI for the group certification are required.

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

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

Either or both of the following additional data is required with NPI when a single NPI corresponds to multiple certifications:

- The [ForwardHealth-designated taxonomy code](#).
- ZIP+4 code (complete, nine digits) that corresponds to the practice location address on file with ForwardHealth.

Omission of the additional required data will cause claims and other transactions to be denied or delayed in processing.

### Taxonomy Codes

Taxonomy codes are standard code sets used to provide information about provider type and specialty for the provider's certification. Providers are required to use the taxonomy code designated by ForwardHealth when the NPI reported to ForwardHealth corresponds to multiple certifications and the provider's practice location ZIP+4 code does not uniquely identify the provider.

ForwardHealth designates a taxonomy code as additional data to be used to correctly match NPI to the correct provider file. The designated taxonomy code may be different than the taxonomy code providers originally submitted to [NPPES](#) when obtaining their NPI as not all national taxonomy code options are recognized by ForwardHealth. For example, some taxonomy codes may correspond to provider types not certifiable with ForwardHealth, or they may represent services not covered by ForwardHealth.

Omission of a taxonomy code when it is required as additional data to identify the provider or indicating a taxonomy code that is not designated by ForwardHealth will cause claims and other transactions to be denied or delayed in processing.

Refer to the [ForwardHealth-designated taxonomy codes](#) for the appropriate taxonomy code for your certification.

*Note:* The ForwardHealth-designated taxonomy code does not change provider certification or affect reimbursement terms.

## **ZIP Code**

The ZIP+4 code is the ZIP code of a provider's practice location address on file with ForwardHealth. Providers are required to use the ZIP+4 code when the NPI reported to ForwardHealth corresponds to multiple certifications and the designated taxonomy code does not uniquely identify the provider.

Omission of the ZIP+4 code of the provider's practice location address when it is required as additional data to identify the provider will cause claims and other transactions to be denied or delayed in processing.

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

## Provider Rights

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# A Comprehensive Overview of Provider Rights

Medicaid-certified providers have certain rights including, but not limited to, the following:

- Limiting the number of members they serve in a nondiscriminatory way.
- Ending participation in Wisconsin Medicaid.
- Applying for a discretionary waiver or variance of certain rules identified in Wisconsin Administrative Code.
- [Collecting payment from a member under limited circumstances](#).
- Refusing services to a member if the member refuses or fails to present a ForwardHealth identification card. However, possession of a ForwardHealth card does not guarantee enrollment (e.g., the member may not be enrolled, may be enrolled only for limited benefits, or the ForwardHealth card may be invalid). Providers may confirm the current enrollment of the member by using one of the [EVS methods](#), including calling [Provider Services](#).

## Ending Participation

Providers other than home health agencies and nursing facilities may terminate participation in ForwardHealth according to [DHS 106.05](#), Wis. Admin. Code.

Providers choosing to withdraw should promptly notify their members to give them ample time to find another provider.

When withdrawing, the provider is required to do the following:

- Provide a written notice of the decision at least 30 days in advance of the termination.
- Indicate the effective date of termination.

Providers will not receive reimbursement for nonemergency services provided on and after the effective date of termination. Voluntary termination notices can be sent to the following address:

ForwardHealth  
 Provider Maintenance  
 6406 Bridge Rd  
 Madison WI 53784-0006

If the provider fails to specify an effective date in the notice of termination, ForwardHealth may terminate the provider on the date the notice is received.

## Hearing Requests

A provider who wishes to contest a DHS action or inaction for which due process is required under s. [227](#), Wis. Stats., may request a hearing by writing to the DHA.

A provider who wishes to contest the DHCAA's notice of intent to recover payment (e.g., to recoup for overpayments discovered in an audit by DHCAA) is required to request a hearing on the matter within the time period specified in the notice. The request, which must be in writing, should briefly summarize the provider's basis for contesting the DHS decision to withhold payment.

Refer to [DHS 106](#), Wis. Admin. Code, for detailed instructions on how to file an appeal.

If a timely request for a hearing is not received, the DHS may recover those amounts specified in its original notice from future amounts owed to the provider.

*Note:* Providers are not entitled to administrative hearings for billing disputes.

## 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.

## Requesting Discretionary Waivers and Variances

In rare instances, a provider or member may apply for, and the DHCAA will consider applications for, a discretionary waiver or variance of certain rules in [DHS 102](#), [103](#), [104](#), [105](#), [107](#), and [108](#), Wis. Admin. Code. Rules that are not considered for a discretionary waiver or variance are included in [DHS 106.13](#), Wis. Admin. Code.

Waivers and variances are not available to permit coverage of services that are either expressly identified as noncovered or are not expressly mentioned in HFS 107, Wis. Admin. Code.

### Requirements

A request for a waiver or variance may be made at any time; however, all applications must be made in writing to the DHCAA. All applications are required to specify the following:

- The rule from which the waiver or variance is requested.
- The time period for which the waiver or variance is requested.
- If the request is for a variance, the specific alternative action proposed by the provider.
- The reasons for the request.
- Justification that all requirements for a discretionary waiver or variance would be satisfied.

The DHCAA may also require additional information from the provider or the member prior to acting on the request.

### Application

The DHCAA may grant a discretionary waiver or variance if it finds that all of the following requirements are met:

- The waiver or variance will not adversely affect the health, safety, or welfare of any member.
- Either the strict enforcement of a requirement would result in unreasonable hardship on the provider or on a member, or an alternative to a rule is in the interests of better care or management. An alternative to a rule would include a new concept, method, procedure or technique, new equipment, new personnel qualifications, or the implementation of a pilot project.
- The waiver or variance is consistent with all applicable state and federal statutes and federal regulations.
- Federal financial participation is available for all services under the waiver or variance, consistent with the Medicaid state plan, the federal CMS, and other applicable federal program requirements.
- Services relating to the waiver or variance are medically necessary.

To apply for a discretionary waiver or variance, providers are required to send their application to the following address:

Division of Health Care Access and Accountability

Waivers and Variances  
PO Box 309  
Madison WI 53701-0309

## Recertification

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### An Overview

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

### Checking the Status of a Recertification Application

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

Providers will receive one of the following status responses:

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

### Notification Letters

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

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

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

## **Paper Recertification Applications**

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

## **Recertification Completed by an Authorized Representative**

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

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

## **Recertification on the ForwardHealth Portal**

### **Logging in to the Secure Recertification Area of the Portal**

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

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

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

### **Completing Recertification**

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

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

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

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

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



## Sanctions

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### Intermediate Sanctions

According to [DHS 106.08\(3\)](#), Wis. Admin. Code, the DHS may impose intermediate sanctions on providers who violate certain requirements. Common examples of sanctions that the DHS may apply include the following:

- Review of the provider's claims before payment.
- Referral to the appropriate peer review organization, licensing authority, or accreditation organization.
- Restricting the provider's participation in BadgerCare Plus.
- Requiring the provider to correct deficiencies identified in a DHS audit.

Prior to imposing any alternative sanction under this section, the DHS will issue a written notice to the provider in accordance with [DHS 106.12](#), Wis. Admin. Code.

Any sanction imposed by the DHS may be appealed by the provider under DHS 106.12, Wis. Admin. Code. Providers may appeal a sanction by writing to the DHA.

### Involuntary Termination

The DHS may suspend or terminate the Medicaid certification of any provider according to [DHS 106.06](#), Wis. Admin. Code.

The suspension or termination may occur if both of the following apply:

- The DHS finds that any of the grounds for provider termination are applicable.
- The suspension or termination will not deny members access to services.

Reasonable notice and an opportunity for a hearing within 15 days will be given to each provider whose certification is terminated by the DHS. Refer to [DHS 106.07](#), Wis. Admin. Code, for detailed information regarding possible sanctions.

In cases where Medicare enrollment is required as a condition of certification with Wisconsin Medicaid, termination from Medicare results in automatic termination from Wisconsin Medicaid.

### Sanctions for Collecting Payment from Members

Under state and federal laws, if a provider inappropriately collects payment from an enrolled member, or authorized person acting on behalf of the member, that provider may be subject to program sanctions including termination of Medicaid certification. In addition, the provider may also be fined not more than \$25,000, or imprisoned not more than five years, or both, pursuant to 42 USC s. 1320a-7b(d) or [49.49\(3m\)](#), Wis. Stats.

There may be narrow exceptions on when providers may [collect payment from members](#).

### Withholding Payments

The DHS may withhold full or partial Medicaid provider payments without prior notification if, as the result of any review or audit, the DHS finds reliable evidence of fraud or willful misrepresentation.

"Reliable evidence" of fraud or willful misrepresentation includes, but is not limited to, the filing of criminal charges by a prosecuting attorney against the provider or one of the provider's agents or employees.

The DHS is required to send the provider a written notice within five days of taking this action. The notice will generally set forth the allegations without necessarily disclosing specific information about the investigation.

# Claims

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Archive Date:05/03/2010

## Claims:Adjustment Requests

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### 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 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.

### 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.

### Electronic

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

### Provider Electronic Solutions Software

The DHCAA offers electronic billing software at no cost to providers. The PES software allows providers to submit electronic adjustment requests using an 837 transaction. To obtain PES software, providers may [download it](#) or contact the [EDI Helpdesk](#).

### 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 Helpdesk](#) for assistance with electronic adjustment requests.

### Paper

Paper adjustment requests must be submitted using the [Adjustment/Reconsideration Request](#) form.

### Portal Claim Adjustments

Providers can submit claim adjustments via the Portal. Providers may use the search function to find the specific claim they would like to adjust. Once found, the provider can alter the claim to reflect the desired change and resubmit it to ForwardHealth. Any claim (excluding dental and pharmacy) ForwardHealth has paid can be modified on the Portal and resubmitted, regardless of how the claim was originally submitted.

### 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.

## 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.

## Submitting Paper Attachments with Electronic Claim Adjustments

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

## Good Faith Claims

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### Definition

A good faith claim may be submitted when a claim is denied due to a discrepancy between the member's enrollment information in the claims processing system and the member's actual enrollment. If a member presents a temporary card or an EE card, BadgerCare Plus encourages providers to check the member's enrollment and, if the enrollment is not on file yet, make a photocopy of the member's temporary card or EE card. If Wisconsin's EVS indicates that the member is not enrolled in BadgerCare Plus, providers should check enrollment again in two days or wait one week to submit a claim to ForwardHealth. If the EVS indicates that the member still is not enrolled after two days, or if the claim is denied with an enrollment-related EOB code, providers should contact [Provider Services](#) for assistance.

## Overpayments

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### 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.

### Adjustment Requests

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

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

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

### Electronic Adjustment Requests

ForwardHealth will deduct the overpayment when the [electronic adjustment request](#) is processed. Providers should use the [companion document](#) for the appropriate 837 transaction when submitting adjustment requests.

### Paper Adjustment Requests

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

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

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

### Cash Refunds

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

ForwardHealth

Financial Services Cash Unit  
6406 Bridge Rd  
Madison WI 53784-0004

## 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.

## Requirements

As stated in [DHS 106.04\(5\)](#), Wis. Admin. Code, the provider is required to refund the overpayment within 30 days of the date of the overpayment if a provider receives overpayment for a claim because of duplicate reimbursement from ForwardHealth or other health insurance sources.

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

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

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

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

## 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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### An Overview of the Remittance Advice

The RA 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).

Effective May 1, 2010, providers will be required to access their secure [ForwardHealth provider Portal account](#) to obtain their RA.

RAs are accessible to providers in a TXT format via the secure Provider area of the Portal. Providers are also able to download the RA from their secure provider Portal account in a new [CSV](#) format.

### National Provider Identifier on the Remittance Advice

Providers who have a single NPI that is used for multiple certifications will receive an RA for each certification with the same NPI reported on each of the RAs. For instance, if a hospital has obtained a single NPI and the hospital has a clinic, a lab, and a pharmacy that are all certified by Medicaid, the clinic, the lab, and the pharmacy will submit separate claims that indicate the same NPI as the hospital. Separate RAs will be generated for the hospital, the clinic, the lab, and the pharmacy.

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

The total amounts for all adjusted or paid claims reported on the RA appear at the end of the adjusted claims and paid claims sections in the TXT file. Pay-out amounts are in the Financial Transactions section in the CSV. ForwardHealth calculates the total by adding the amounts for all of the claims; 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 codes and will not display an exact dollar amount.

### Claim Number

Each claim or adjustment request received by ForwardHealth is assigned a unique claim number (also known as the ICN). However, denied claims submitted using the NCPDP 5.1 transaction are not assigned an ICN.

### 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.

### 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](#) system or the 276/277 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.

## ClaimCheck Review

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

EOB codes specific to the ClaimCheck review appear in the TXT RA file and in the electronic 835 transactions.

## Areas Monitored by ClaimCheck

ClaimCheck monitors claims for the following situations:

- Unbundled procedures.
- Incidental/integral procedures.
- Mutually exclusive procedures.
- Medical visit billing errors.
- Preoperative and postoperative billing errors.
- Age-related billing errors.
- Cosmetic procedures.
- Gender-related billing errors.
- Medically obsolete procedures.
- Assistant surgeon billing errors.
- Modifier-related billing errors.
- Bilateral and duplicative procedures.

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

## Unbundled Procedures

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

If certain procedure codes are submitted, ClaimCheck rebundles them into the single most appropriate procedure code. For example, if a provider submits a claim with procedure codes 12035 (Layer of closure of wounds, 12.6 cm to 20.0 cm) and 12036 (Layer closure of wounds, 20.1 cm to 30.0 cm), ClaimCheck rebundles them to procedure code 12037 (Layer closure of wounds over 30.0 cm).

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

## Incidental/Integral Procedures

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

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

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

## **Mutually Exclusive Procedures**

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

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

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

## **Medical Visit Billing Errors**

Medical visit billing errors occur if E&M services are reported separately when a substantial diagnostic or therapeutic procedure is performed. Under CMS guidelines, most E&M procedures are not allowed to be reported separately when a substantial diagnostic or therapeutic procedure is performed.

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

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

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

## **Preoperative and Postoperative Billing Errors**

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

For example, if a provider submits procedure code 99212 (Office or outpatient visit for the evaluation and management of an established patient) with a DOS of 11/02/08 and procedure 27750 (Closed treatment of tibial shaft fracture [with or without fibular fracture]; without manipulation) with a DOS of 11/03/08, ClaimCheck will deny procedure code 99212 as a preoperative visit because it is submitted with a DOS one day prior to the DOS for procedure code 27750.

## **Age-Related Billing Errors**

Age-related billing errors occur when a provider bills an age-specific procedure to a patient whose age is outside the designated age range.

For example, if a provider bills procedure code 43831 (Gastrostomy, open; neonatal, for feeding) for a 45 year-old patient, ClaimCheck will deny the procedure based on the fact that the patient does not meet the age criteria for a neonatal procedure.

## Cosmetic Procedures

Surgical procedures that are performed without a medically indicated purpose are considered to be cosmetic procedures. Most of these procedures are requested by the member merely to improve physical appearance.

## Gender-Related Billing Errors

Gender-related billing errors occur when a provider submits a gender-specific procedure for a patient of the opposite sex.

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

## Medically Obsolete Procedures

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

## Assistant Surgeon Billing Errors

ClaimCheck development and maintenance of assistant surgeon values includes two designations, *always* and *never*. ClaimCheck uses the ACS as its primary source for determining assistant surgeon designations.

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

## Modifier Billing Errors

ClaimCheck accepts all CPT and HCPCS modifiers and performs procedure to modifier validity checks to determine if a procedure code is valid with a specific modifier.

## Bilateral and Duplicative Procedures

ClaimCheck has identified five types of duplicate procedure billing errors that encompass duplicate procedures submitted with the same DOS. The five types of duplicative billing errors are as follows:

- If the description of the procedure code contains the word, "bilateral," the procedure can be performed only once on a single DOS.
- When the description of the procedure code contains the phrase, "unilateral/bilateral," the procedure can be performed only once on a single DOS.
- When the description of the procedure specifies "unilateral" and there is another procedure in which the description specifies "bilateral" performance of the same procedure, the unilateral procedure cannot be submitted more than once on a single DOS.

When the description of one procedure specifies a "single" procedure and the description of a second procedure specifies

"multiple" procedures, the "single" procedure cannot be submitted more than once on a single DOS.

- When procedures that may be performed a specified number of times on a single DOS reach the maximum number of times, then additional submissions of the procedure are not recommended for reimbursement.
- When a CPT or HCPCS procedure is billed more than once on a single DOS but the CPT or HCPCS procedure is not normally billed in duplicate, the second procedure is denied.

## Payments Denied as a Result of the ClaimCheck Review

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

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

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

## 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; the detail line EOB codes inform providers that an amount was deducted from the total reimbursement but may not indicate the exact amount.

*Note:* Providers who receive [835](#) transactions will be able to see all deducted amounts on paid and adjusted claims.

## Electronic Remittance Information

Effective May 1, 2010, the printing and mailing of RAs will be discontinued. Providers will be required to access their secure [ForwardHealth provider Portal account](#) to obtain their RAs. RAs on the Portal will not be 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 format or from a CSV 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 new "View Remittance Advices" menu. RAs from the last 97 days are available in the TXT format. When a user clicks on an RA, a pop-up window displays asking if the user would like to "Open" or "Save" the file. If "Open" is chosen, the document opens

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

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

## Comma-Separated Values Downloadable File

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

To access the CSV file, providers should select the new "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.

The [CSV User Guide](#) includes 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](#) 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 claim submitted by a pharmacy using the NCPDP 5.1 transaction will not appear on remittance information if the claim is denied by ForwardHealth.

## Provider Electronic Solutions Software

The DHCAA offers electronic billing software at no cost to the provider. The [PES](#) software allows providers to download the 835 transaction. To obtain PES software, providers may request the software through the ForwardHealth Portal. Providers may also obtain the software by contacting the [EDI Helpdesk](#).

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

EOB 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 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 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 file.

## CSV File

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

# Identifying the Claims Reported on the Remittance Advice

The RA reports the first 12 characters of the MRN and/or a PCN, 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.

## Obtaining the Remittance Advice

Effective May 1, 2010, providers will be required to access their secure ForwardHealth provider Portal account to obtain RA. 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 format via the secure provider Portal account. The TXT format file is generated per financial payer and listed by RA number and RA date on the secure provider Portal account under "View Remittance Advices" menu at the top of the provider's Portal home page. RAs from the last 97 days are available in the TXT format.

Providers can also access RAs in a [CSV](#) 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.

# Overview of Claims Processing Information on the Remittance Advice

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

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

The [claims processing sections](#) reflect the types of claims submitted, such as the following:

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

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

- Adjusted claims.
- Denied claims.
- Paid claims.

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

### Address Page

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

### Banner Messages

The Banner Messages section of the RA 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 file. Beginning July 1, 2010, banner messages will be posted in the "View Remittance Advices" menu on the provider's secure Portal account.

### Explanation of Benefits Code Descriptions

[EOB Code Descriptions](#) are listed in the RA information in the TXT file.

EOBs are listed in the RA information from the CSV file; however, the printed message corresponding to the codes does not appear in the file. The EOB listing matches standard EOB codes to explanation text is available on the Portal for reference.

### 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 under "Accounts Receivable." The "Total Recoupment" field lists the cumulative amount recovered for the accounts receivable.

Every financial transaction that results in the creation of an accounts receivable is assigned an identification number called the "adjustment ICN." The adjustment ICN for an adjusted claim matches the original ICN assigned to the adjusted claim. 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, WCDP, or WWWP) 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 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.

## Reading the Claim Adjustments Section of the Remittance Advice

Providers receive a [Claim Adjustments section](#) in the RA 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.

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

The claim adjustments section lists detail lines only for the adjusted claim with detail line EOBs. Details from the original claim will not be reported on the adjusted claims sections of the RA.

*Note:* For adjusted drug 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."

An amount appears for "additional payment" if ForwardHealth owes additional monies to the provider after the claim has been adjusted. This amount will be added to the provider's total reimbursable amount for the RA.

An amount appears for "overpayment to be withheld" if ForwardHealth determines, as the result of an adjustment to the original claim, that the provider owes ForwardHealth monies. 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.

## Reading the Claims Denied Section of the Remittance Advice

Providers receive a [Claims Denied](#) section in the RA 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 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.

## Reading the Claims Paid Section of the Remittance Advice

Providers receive a [Claims Paid](#) section in the RA 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 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.

## Remittance Advice Financial Cycles

Each financial payer (Medicaid, WCDP, and WWWP) has separate financial cycles that occur on different days of the week. RAs 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 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.

## Remittance Advice Generated by Payer and by Provider Certification

RAs 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).
- WCDP.
- WWWP.

A separate Portal account is required for each financial payer.

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

The RA is generated per provider certification. Providers who have a single NPI that is used for multiple certifications should be aware that an RA will be generated for each certification, but the same NPI will be reported on each of the RAs.

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

## 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 and ForwardHealth-issued 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.)
- A written request to stop payment and reissue the check.
- The signature of an authorized financial representative. (An individual provider is considered his or her own authorized financial

representative.)

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

ForwardHealth  
Financial Services  
6406 Bridge Rd  
Madison WI 53784-0005

## Searching for and Viewing All Claims on the Portal

All claims, including pharmacy and dental, will be available for viewing on the Portal.

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

- Go to the ForwardHealth 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.

## Sections of the Remittance Advice

The RA information in the TXT file includes the following sections:

- Address page.
- Banner messages.
- Paper check information, if applicable.
- Claims processing information.
- acronym title="Explanation of Benefits">EOB code descriptions.
- Financial transactions.
- Service code descriptions.
- Summary.

The RA information in the CSV file includes the following sections:

- Payment.
- Payment hold.
- Service codes and descriptions.
- Financial transactions.
- Summary.
- Inpatient claims.
- Outpatient claims.
- Professional claims.
- Medicare crossovers- Professional.
- Medicare crossovers- Institutional.
- Compound Drug Claims.
- Drug claims.
- Dental claims.
- Long term care claims.
- Financial transactions.
- Summary.

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

## Remittance Advice Header Information

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

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

- The technical name of the RA section (e.g., CRA-TRAN-R), which is an internal ForwardHealth designation.
- The RA number, which is a unique number assigned to each RA that is generated.
- The name of the payer (Medicaid, WCDP, or WWWP).
- 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.
- 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.

## 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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### 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.

### Exceptions to the Submission Deadline

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

- Change in a nursing home resident's [level of care](#) or [liability amount](#).
- Decision made by a court order, fair hearing, or the DHS.
- 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.
- 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](#).

### 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. 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).

## 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, BadgerCare Plus automatically deducts the copayment amount.

For most services, BadgerCare Plus reimburses the lesser of the provider's usual and customary charge or the maximum allowable fee established.

## Submission

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# 1500 Health Insurance Claim Form Completion Instructions for Prenatal Care Coordination Services

A [sample 1500 Health Insurance Claim Form](#) is available for PNCC services.

A [sample 1500 Health Insurance Claim Form for PNCC services provided within 185 days of a previous pregnancy](#) is also available.

Use the following claim form completion instructions, not the claim form's printed descriptions, to avoid denial or inaccurate claim payment. Complete all required elements as appropriate. Do not include attachments unless instructed to do so.

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

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

Submit completed paper claims to the following address:

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

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

**Element 1a — Insured's ID Number**

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

**Element 2 — Patient's Name**

Enter the member's last name, first name, and middle initial. Use the EVS to obtain the correct spelling of the member's name. If the name or spelling of the name on the ForwardHealth card and the EVS do not match, use the spelling from the EVS.

**Element 3 — Patient's Birth Date, Sex**

Enter the member's birth date in MM/DD/YY format (e.g., February 3, 1955, would be 02/03/55) or in MM/DD/CCYY format (e.g., February 3, 1955, would be 02/03/1955). Specify whether the member is male or female by placing an "X" in the appropriate box.

**Element 4 — Insured's Name**

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

**Element 5 — Patient's Address**

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



- Element 6 — Patient Relationship to Insured (not required)**
- Element 7 — Insured's Address (not required)**
- Element 8 — Patient Status (not required)**
- Element 9 — Other Insured's Name (not required)**
- Element 9a — Other Insured's Policy or Group Number (not required)**
- Element 9b — Other Insured's Date of Birth, Sex (not required)**
- Element 9c — Employer's Name or School Name (not required)**
- Element 9d — Insurance Plan Name or Program Name (not required)**
- Element 10a-10c — Is Patient's Condition Related to: (not required)**
- Element 10d — Reserved for Local Use (not required)**
- Element 11 — Insured's Policy Group or FECA Number (not required)**
- Element 11a — Insured's Date of Birth, Sex (not required)**
- Element 11b — Employer's Name or School Name (not required)**
- Element 11c — Insurance Plan Name or Program Name (not required)**
- Element 11d — Is there another Health Benefit Plan? (not required)**
- Element 12 — Patient's or Authorized Person's Signature (not required)**
- Element 13 — Insured's or Authorized Person's Signature (not required)**
- Element 14 — Date of Current Illness, Injury, or Pregnancy (not required)**
- Element 15 — If Patient Has Had Same or Similar Illness (not required)**
- Element 16 — Dates Patient Unable to Work in Current Occupation (not required)**
- Element 17 — Name of Referring Provider or Other Source (not required)**
- Element 17a (not required)**
- Element 17b — NPI (not required)**
- Element 18 — Hospitalization Dates Related to Current Services (not required)**
- Element 19 — Reserved for Local Use (not required)**
- Element 20 — Outside Lab? \$Charges (not required)**
- Element 21 — Diagnosis or Nature of Illness or Injury**

Enter ICD-9-CM diagnosis code V23.9 (unspecified high-risk pregnancy) if the [Prenatal Care Coordination Pregnancy Questionnaire](#) indicates a high-risk pregnancy (four or more risk factors or less than 18 years of age) or V22.2 (pregnant state, incidental) if the Pregnancy Questionnaire indicates a pregnancy that is not high risk.

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

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

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

#### **Element 22 — Medicaid Resubmission (not required)**

#### **Element 23 — Prior Authorization Number (not required)**

#### **Element 24**

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

#### **Element 24A — Date(s) of Service**

For services performed on more than one DOS within the month, indicate the last date the service was performed. If billing for more than one month of activities or more than one procedure code, use one detail line for each month's activities with the DOS determined as described below.

Enter to and from DOS in MM/DD/YY or MM/DD/CCYY format. If the service was provided on only one DOS, enter the date under "From." Leave "To" blank or re-enter the "From" date.

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

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

#### **Element 24B — Place of Service**

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

#### **Element 24C — EMG (not required)**

#### **Element 24D — Procedures, Services, or Supplies**

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

#### ***Modifiers***

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

#### **Element 24E — Diagnosis Pointer**

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

#### **Element 24F — \$ Charges**

Enter the total charge for each line item.

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

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

**Element 24G — Days or Units**

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

**Element 24H — EPSDT/Family Plan (not required)**

**Element 24I — ID Qual (not required)**

**Element 24J — Rendering Provider ID. # (not required)**

**Element 25 — Federal Tax ID Number (not required)**

**Element 26 — Patient's Account No. (not required)**

Optional — Providers may enter up to 14 characters of the patient's internal office account number. This number will appear on the RA and/or the 835 transaction.

**Element 27 — Accept Assignment? (not required)**

**Element 28 — Total Charge**

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

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

**Element 29 — Amount Paid (not required)**

**Element 30 — Balance Due**

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

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

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

The provider or authorized representative must sign in Element 31. The month, day, and year the form is signed must also be entered in MM/DD/YY or MM/DD/CCYY format.

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

**Element 32 — Service Facility Location Information (not required)**

**Element 32a — NPI (not required)**

**Element 32b (not required)**

**Element 33 — Billing Provider Info & Ph #**

Enter the name of the provider submitting the claim and the practice location address. The minimum requirement is the provider's name, street, city, state, and ZIP+4 code.

**Element 33a — NPI**

Enter the NPI of the billing provider.

**Element 33b**

If an NPI was entered in Element 33a, enter qualifier "ZZ" followed by the 10-digit provider taxonomy code.

Do not include a space between the qualifier "ZZ" and the provider taxonomy code.

## Attached Documentation

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

## Copy Claims on the ForwardHealth Portal

Providers can copy both institutional and professional 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 along with the claim status.

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

Providers can view EOB codes and descriptions for any claim submitted to ForwardHealth on the Portal. The EOBs will be useful for providers to determine why a claim did not process successfully, so the provider may correct the error online and resubmit the claim. The EOB will appear on the bottom of the screen and will reference the applicable claim header or detail.

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

Providers can submit professional and institutional claims to ForwardHealth via DDE on the Portal. DDE is an online application that allows providers to submit claims directly to ForwardHealth. DDE is not available for dental or pharmacy claims at this time.

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.
- Admission source.
- Admission type.
- Diagnosis codes.
- Revenue codes.
- Procedure codes.
- Modifiers.

Fields within the claim form will automatically calculate totals for providers, eliminating potential clerical errors.

## Electronic Claims Submission

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

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

Electronic claims for PNCC services must be submitted using the 837P transaction. Electronic claims for PNCC services submitted using any transaction other than the 837P will be denied.

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

## Provider Electronic Solutions Software

The DHCAA offers electronic billing software at no cost to the provider. The PES software allows providers to submit electronic claims using the 837 transaction. To obtain [PES software](#), providers may request the software through the ForwardHealth Portal. Providers may also obtain the software by contacting the [DHCAA EDI Helpdesk](#).

## HIPAA-Compliant Data Requirements

### Procedure Codes

All fields submitted on paper and electronic claims are edited to ensure HIPAA compliance before being processed. Compliant code sets include CPT and HCPCS procedure codes entered into all fields, including those fields that are "Not Required" or "Optional."

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

### Provider Numbers

For health care providers, NPIs are required in all provider number fields on paper claims and 837 transactions, including rendering, billing, referring, prescribing, attending, and "Other" provider fields.

Non-healthcare providers, including personal care providers, SMV providers, blood banks, and CCOs should enter valid provider numbers into fields that require a provider number.

## Ongoing Care Coordination

To be reimbursed for additional ongoing care coordination time which may have been omitted from the original claim, providers are required to submit an [Adjustment/Reconsideration Request](#).

## Paper Claim Form Preparation and Data Alignment Requirements

### Optical Character Recognition

Paper claims submitted to ForwardHealth on the 1500 Health Insurance Claim Form and UB-04 Claim Form are processed using OCR 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](#) and the [Noncompound Drug Claim](#).

### Speed and Accuracy of Claims Processing

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

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

### Handwritten Claims

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

### Use Original Claim Forms

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

### Use Laser or Ink Jet Printers

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

reviewed.

## Alignment

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

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

The following sample claim forms demonstrate correct and incorrect alignment:

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

## Clarity

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

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

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

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

## Staples, Correction Liquid, and Correction Tape

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

## Additional Diagnosis Codes

ForwardHealth will accept up to eight diagnosis codes in Element 21 of the 1500 Health Insurance Claim Form. To correctly add additional diagnosis codes in this element so that it can be read properly by the OCR software, providers should indicate the fifth diagnosis code between the first and third diagnosis code blanks, the sixth diagnosis code between the second and fourth diagnosis

code blanks, the seventh diagnosis code to the right of the third diagnosis code blank, and the eighth diagnosis code to the right of the fourth diagnosis code blank. Providers should not number any additional diagnosis codes.

## Anchor Fields

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

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

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

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

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

## Paper Claim Submission

Paper claims for PNCC services must be submitted using the 1500 health Insurance Claim Form (dated 08/05). Wisconsin Medicaid denies claims for PNCC services submitted on any other claim form.

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

## Obtaining the Claim Forms

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

## Prenatal Care Coordination Pregnancy Questionnaire

The purpose of the [Prenatal Care Coordination Pregnancy Questionnaire](#) is to:

- Determine enrollment for the BadgerCare Plus PNCC benefit by identifying those risk factors that place a woman at high risk for a poor birth outcome.
- Make an initial assessment of the strengths and needs of the pregnant woman.

Providers are required to complete *every* section on the Pregnancy Questionnaire, using the completion instructions, unless the member objects to a particular section.

The Pregnancy Questionnaire must be:

- Reviewed and finalized in a face-to-face contact with the member.
- Signed and dated by the agency staff member who completed the questionnaire.

The person administering the Pregnancy Questionnaire must be an employee of the Medicaid-certified PNCC agency or an employee



of an agency under contract to the PNCC agency. Qualified professionals are required to review and initial all Pregnancy Questionnaires completed by paraprofessional staff.

BadgerCare Plus reimburses for the administration of the Pregnancy Questionnaire regardless of the member's score. Members may be reassessed at any time, but providers need only readminister the entire Pregnancy Questionnaire if the member's situation changes significantly.

## Using the Pregnancy Questionnaire to Determine Enrollment for Prenatal Care Coordination

Providers are required to use the Pregnancy Questionnaire to determine enrollment for the BadgerCare Plus PNCC benefit.

To determine enrollment, providers need to:

- Administer the Pregnancy Questionnaire in its entirety. The questionnaire must be reviewed and finalized in a face-to-face contact with the pregnant woman.
- Circle the coded risk factors. The codes are listed along the right border of the form.
- Count the number of circled risk factors. A pregnant member is eligible to receive services if one of the following is true:
  - She is identified as having four or more risk factors.
  - She is less than 18 years old (regardless of the number of risk factors identified).
- Indicate eligibility for PNCC services by checking "Yes" or "No" in Section V of the Pregnancy Questionnaire. Write down the number of risk factors or the woman's age as appropriate.
- Sign and date the form in Section V.

*Note:* A qualified professional is required to review, sign, and date all pregnancy questionnaires completed by paraprofessional staff.

## Guidelines for Using the Pregnancy Questionnaire as an Initial Assessment Tool

### Basic Screening Tool

The Pregnancy Questionnaire is a basic screening tool. All of the questions are integral to the initial assessment process.

Strengths and needs identified during the initial assessment must be addressed during the initial care plan development.

### Strength-Based Approach

The administration of the Pregnancy Questionnaire in many cases is the initial interaction between the care coordinator and the pregnant woman and her family. This initial interaction increases the likelihood that the woman will enter into an ongoing relationship with the care coordinator to receive PNCC services. Forming the relationship with the pregnant woman and her family is a key first step. The care coordinator must be willing to enter the lives of families and base the interaction on the concerns, priorities, and goals identified by the recipient.

Ideally, the Pregnancy Questionnaire should occur within the context of a conversational-style interaction. A conversational style uses the woman's and/or her family's stories, personal observations as well as survival, support, exception, possibility, and esteem questions to discover strengths. The completion of the questionnaire needs to occur within the context and relevancy of what the woman and her family are seeking or needing for services that day as well as in the months to come.

### Follow-up Assessment

Completing the Pregnancy Questionnaire should be viewed as the initial phase of an ongoing assessment process. In most cases,

more information will be needed to develop a comprehensive care plan. Follow-up assessment questions can be woven into multiple interactions over time, whereby information is derived from conversations and observations. This activity is an important component of ongoing care coordination and monitoring services. While the questionnaire is the beginning point of identifying the woman's needs, strengths, and goals, the ongoing assessment process is what ultimately drives the nature of services to be provided.

A sample of follow-up assessment questions is included in the table of this attachment. Other commercial or self-designed assessment tools may also be used to complement the Pregnancy Questionnaire. Some comprehensive assessment tools are appropriate for all women receiving PNCC services, regardless of their response on the initial assessment tool. For example, mental health experts recommend that all pregnant and postpartum women be screened for perinatal depression. The care coordinator may need to establish a relationship with the member before asking more in-depth, personal questions. However, if a safety or other critical concern is identified, the care coordinator should conduct the follow-up assessment immediately. It may be necessary to update the care plan based on the follow-up assessments.

## **Guidelines for Completing the Pregnancy Questionnaire**

Complete every section of the questionnaire unless the woman objects to a question(s). Background information is provided for select questions. The questions marked with an asterisk (\*) identify possible risk factors. The rationale for identifying the situation as a risk factor is provided and referenced. Suggestions for additional assessment questions are provided when appropriate.

## **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 documents](#) 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](#). Providers are required to indicate an ACN for paper attachment(s) submitted with electronic claims. (The ACN is an alphanumeric entry between 2 and 80 digits assigned by the provider to identify the attachment.) The ACN must be indicated on the cover page so that ForwardHealth can match the paper attachment(s) to the correct electronic claim.

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

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

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

## Timely Filing Appeals Requests

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### Requirements

When a claim or adjustment request meets one of the [exceptions](#) to the submission deadline, the provider is required to submit a [Timely Filing Appeals Request](#) form with a paper claim or an [Adjustment/Reconsideration Request](#) form to override the submission deadline.

DOS 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.

### Resubmission

Decisions on [Timely Filing Appeals Requests](#) 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.

### 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](#) form.
- A legible claim or adjustment request.
- All required documentation as specified for the exception to the submission deadline.

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

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

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

Change in Nursing Home Resident's Level of Care or Liability Amount		
Description of the Exception	Documentation Requirements	Submission Address
This exception occurs when a nursing home claim is initially received within the submission deadline and reimbursed incorrectly due to a change in the member's authorized level of care or liability amount.	To receive consideration, the request must be submitted within 455 days from the DOS and the correct liability amount or level of care must be indicated on the <a href="#">Adjustment/Reconsideration Request</a> form.  The most recent claim number (also known as the ICN)	ForwardHealth Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050

	must be indicated on the Adjustment/Reconsideration Request form. This number may be the result of a ForwardHealth-initiated adjustment.	
<b>Decision Made by a Court, Fair Hearing, or the 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 DHS.	To receive consideration, the request must be submitted within 90 days from the date of the decision of the hearing. A complete copy of the notice received from the court, fair hearing, or DHS must be submitted with the request.	ForwardHealth Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050

<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 following documentation must be submitted within 455 days from the DOS: <ul style="list-style-type: none"> <li>• A copy of remittance information showing the claim was submitted in a timely manner and denied with a qualifying enrollment-related explanation.</li> <li>• A photocopy of one of the following indicating enrollment on the DOS: <ul style="list-style-type: none"> <li>◦ White paper BadgerCare Plus EE for pregnant women or children identification card.</li> <li>◦ Green paper temporary identification card.</li> <li>◦ White paper PE for the FPW identification card.</li> <li>◦ The response received through the EVS from a commercial eligibility vendor.</li> <li>◦ The transaction log number received through <a href="#">WiCall</a>.</li> </ul> </li> </ul>	ForwardHealth Good Faith/Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050

<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.	If a subsequent provider submission is required, the request must be submitted within 90 days from the date of the RA message. A copy of the RA message that shows the ForwardHealth-initiated adjustment must be submitted with the request.	ForwardHealth Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050

<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 local county or tribal agency requests a return of a GR payment from the provider because a member has become retroactively enrolled for Wisconsin Medicaid or BadgerCare Plus.	To receive consideration, the request must be submitted within 180 days from the date the backdated enrollment was added to the member's enrollment information. The request must be submitted with one of the following: <ul style="list-style-type: none"> <li>• "GR retroactive enrollment" indicated on the claim.</li> <li>• A copy of the letter received from the local county or tribal agency.</li> </ul>	ForwardHealth GR Retro Eligibility Ste 50 6406 Bridge Rd Madison WI 53784-0050
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#### Medicare Denial Occurs After the Submission Deadline

Description of the Exception	Documentation Requirements	Submission Address
This exception occurs when claims submitted to Medicare (within 365 days of the DOS) are denied by Medicare after the 365-day submission deadline. A waiver of the submission deadline will not be granted when Medicare denies a claim for one of the following reasons: <ul style="list-style-type: none"> <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>	To receive consideration, the following must be submitted within 90 days of the Medicare processing date: <ul style="list-style-type: none"> <li>• A copy of the Medicare remittance information.</li> <li>• The appropriate Medicare disclaimer code must be indicated on the claim.</li> </ul>	ForwardHealth Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050

#### Refund Request from an Other Health Insurance Source

Description of the Exception	Documentation Requirements	Submission Address
This exception occurs when an other health insurance source reviews a previously paid claim and determines that reimbursement was inappropriate.	To receive consideration, the following documentation must be submitted within 90 days from the date of recoupment notification: <ul style="list-style-type: none"> <li>• A copy of the commercial health insurance remittance information.</li> <li>• A copy of the remittance information showing recoupment for crossover claims when Medicare is recouping payment.</li> </ul>	ForwardHealth Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050

#### Retroactive Member Enrollment

Description of the Exception	Documentation Requirements	Submission Address
This exception occurs when a claim cannot be submitted within the submission deadline due to a delay in the determination of a member's retroactive	To receive consideration, the request must be submitted within 180 days from the date the backdated enrollment was added to the member's enrollment information. In addition, "retroactive enrollment" must be indicated on the	ForwardHealth Timely Filing Ste 50 6406 Bridge Rd

enrollment.

claim.

Madison WI 53784-0050

# Covered and Noncovered Services

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Archive Date:05/03/2010

## Covered and Noncovered Services:Codes

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### Diagnosis Codes

All diagnosis codes indicated on claims (and PA requests when applicable) must be the most specific ICD-9-CM diagnosis code. Providers are responsible for keeping current with diagnosis code changes. Etiology and manifestation codes may not be used as a primary diagnosis.

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

Claims submitted for PNCC services must include either diagnosis code V23.9 (unspecified high-risk pregnancy) or V22.2 (pregnant state, incidental).

Providers should indicate the following diagnosis codes on claims for PNCC services:

- V23.9 when submitting a claim on behalf of a member who scores four or more points on the [Pregnancy Questionnaire](#) or is under 18 years of age (i.e., those who are determined eligible to receive services).
- V23.9 when submitting claims with procedure codes H1002-H1004.
- V22.2 when submitting a claim on behalf of a member who meets the enrollment criteria (i.e., those who are assessed but determined ineligible to receive services).

BadgerCare Plus will deny claims if providers indicate other diagnosis codes when submitting claims for PNCC services.

### Modifiers

Wisconsin Medicaid recognizes two locally defined modifiers ("U1" and "U2") and one nationally defined HCPCS modifier ("TT") for PNCC services. Modifier descriptions are as follows:

- Modifier "U1" — For Wisconsin Medicaid providers, "U1" in the PNCC service area is defined as "subsequent pregnancy." Modifier "U1" must be indicated with all procedure codes when submitting claims for PNCC services within 185 days of a previous pregnancy.
- Modifier "U2" — For Wisconsin Medicaid providers, "U2" in the PNCC service area is defined as "initial care plan development." This modifier must be indicated with procedure code H1002 when billing for initial care plan development.
- Modifier "TT" — Nationally defined as an "individualized service provided to more than one patient in same setting." This modifier is valid only with procedure code H1003.

### Modifier for Subsequent Pregnancy

In some circumstances, a confirmed subsequent pregnancy may require the provision of PNCC services within 185 days of the provision of services for an earlier pregnancy. Providers should indicate the modifier "U1" with a PNCC procedure code if the DOS falls within 185 days of the DOS for the same procedure code submitted for an earlier pregnancy. For instance, use the modifier "U1" when submitting a claim for the initial care plan development (H1002 and modifier "U2") for a recipient's subsequent pregnancy if the DOS falls within 185 days from the date the same service was billed for a previous pregnancy.

Providers should indicate the modifier "U1" with all PNCC procedure codes for subsequent pregnancies within 185 days of previous pregnancies. When submitting claims for the second risk assessment, the modifier representing the risk assessment score must also be indicated.



Wisconsin Medicaid will deny claims for services provided within 185 days from the previous DOS if the claims are not accompanied by the "U1" modifier.

## Place of Service Codes

POS codes are required on claims and other forms submitted to Wisconsin Medicaid. Reimbursable PNCC services must be performed in an allowable POS.

Code	Description
03	School
04	Homeless Shelter
05	Indian Health Service Free-Standing
06	Indian Health Service Provider-Based
07	Tribal 638 Free-Standing Facility
08	Tribal 638 Provider-Based Facility
11	Office
12	Home
21	Inpatient Hospital
22	Outpatient Hospital
23	Emergency Room — Hospital
31	Skilled Nursing Facility
32	Nursing Facility
50	FQHC
51	Inpatient Psychiatric Facility
54	Intermediate Care Facility/Mentally Retarded
71	State or Local Public Health Clinic
72	RHC
99	Other POS

## Procedure Codes

All claims submitted to Wisconsin Medicaid must include allowable HCPCS procedure codes for PNCC services. Claims or adjustment requests received without the appropriate HCPCS codes will be denied.

The following requirements apply to HCPCS procedure codes used for PNCC services:

- Updates to the assessment or care plan may be billed using procedure code H1002 or, if provided in the home, procedure code H1004.
- Use procedure code H1004 for follow-up visits provided in the home. The only valid POS for H1004 is "12" (home). For all other ongoing care coordination, indicate procedure code H1002.
- When submitting claims for development of an initial care plan, use procedure code H1002 and modifier "U2" and bill a quantity of "1."
- When submitting claims for the initial assessment, indicate procedure code H1000 and enter a quantity of "1."

For all other procedure codes, one unit of service is equal to 15 minutes.

<b>Procedure Code</b>	<b>Procedure Code Description</b>	<b>Required Modifier and Description</b>
H1000	Prenatal care, at-risk assessment	
H1002	Prenatal care, at-risk enhanced service; care coordination	<b>U2</b> Initial care plan development
H1002	Prenatal care, at-risk enhanced service; care coordination	
H1003	Prenatal care, at-risk enhanced service; education	
H1003	Prenatal care, at-risk enhanced service; education	<b>TT</b> Individualized service provided to more than one patient in same setting
H1004	Prenatal care, at-risk enhanced service; follow-up home visit	
<i>Note:</i> Prenatal care coordination services are limited to \$887.46 per member, per pregnancy.		

## Rounding Guidelines

Providers should round time units using the PNCC rounding guidelines when submitting claims for PNCC services.

When submitting claims for risk assessment (H1000) and initial care plan development (H1002 and modifier "U2"), providers should always indicate a quantity of "1," which indicates a complete service.

Round time units to the nearest tenth of an hour when submitting claims for ongoing care coordination and monitoring and health and nutritional counseling.

<b>Accumulated time</b>	<b>Unit(s) billed</b>
1-5 minutes	.3
6-10 minutes	.7
11-15 minutes	1.0
16-20 minutes	1.3
21-25 minutes	1.7
26-30 minutes	2.0

## Covered Services and Requirements

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### A Comprehensive Overview

PNCC services help a member and, when appropriate, the member's family, gain access to medical, social, educational, and other services related to the member's pregnancy. Wisconsin Medicaid PNCC services are available to Medicaid-eligible pregnant women with a high risk for adverse pregnancy outcomes during pregnancy through the first 60 days following delivery.

PNCC services include all of the following:

- Outreach.
- Initial Assessment.
- Care plan development.
- Ongoing care coordination and monitoring.
- Health education and nutrition counseling services (for recipients with an identified need)

Providers should be prepared to offer all five components of the PNCC benefit — not just the initial assessment — to eligible members.

Providers are encouraged to use the Guidelines and Performance Measurements for PNCC to help ensure that quality services are provided and activities are directed toward the program's objectives and goal.

Wisconsin Medicaid also uses the guidelines to monitor the administration of the benefit.

A woman at high risk for an adverse pregnancy outcome requires additional prenatal care services and follow-up because of medical or nonmedical factors that significantly increase the probability of having preterm birth, a low-birth-weight baby, or other negative birth outcome. A preterm birth is defined as a birth before the gestational age of 37 weeks; a low birth weight is defined as a birth weight of less than 2500 grams (5.5 pounds).

### Prenatal Care Coordination Goal

The goal of the PNCC benefit is to improve birth outcomes among women who are deemed at high risk for poor birth outcomes. The main objectives for obtaining this goal include ensuring that women at high risk:

- Are identified as early as possible in their pregnancy.
- Receive individual psychosocial support and services.
- Receive early and continuous prenatal care services.
- Receive necessary health and nutrition education.
- Are referred to available community services, as appropriate.
- Receive assistance in accessing and obtaining needed health and social services.

PNCC services do not end with the completion of the initial assessment, unless the assessment determines the member does not need further assistance. To obtain the program's goal, it is critical that providers have the ability to offer all five components of the PNCC benefit, and not just the assessment, to eligible members.

The following terms are used to describe PNCC providers and staff:

- Care Coordination Provider — The entity that meets the requirements as a certified care coordination provider, is assigned a Medicaid billing provider number, and has legal liability for the provision of care coordination services.
- Care Coordinator — The individual who is providing care coordination services to members.

# Benchmark Plan Covered Prenatal Care Coordination Services

PNCC services covered under the BadgerCare Plus Benchmark Plan are the same as those covered under the BadgerCare Plus Standard Plan.

## Definition of Covered Services

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

## Guidelines and Performance Measurements

The Guidelines and Performance Measurements for PNCC provide detailed information about the benefit's operational standards and performance measurements. Wisconsin Medicaid uses the performance measurements to determine if providers are complying with the benefit guidelines. If a guideline is not met, providers are required to have written documentation that reasonable alternatives are in place.

Providers are encouraged to use the guidelines to help ensure that quality services are provided and activities are directed toward the program's objectives and goals. Wisconsin Medicaid also uses the guidelines to monitor the administration of the benefit.

## Prenatal Care Coordination Administration

Providers should use the following guideline when providing PNCC services:

Prenatal Care Coordination Administration	
Guideline	Performance Measurement
<b>The provider must complete the following:</b>	
<p><b>I.A.</b> Develop a plan which addresses the hiring and ongoing support and training of staff who can provide quality services that are family-centered and culturally appropriate.</p>	<p><b>I.A.</b> The provider's plan to hire, support, and train staff to provide services that are family-centered and culturally appropriate must be documented and available for review.</p> <p>Documentation of staff training includes the name of the employee, date of training, and the employee's signature.</p>
<p><b>I.B.</b> Develop and implement an outreach plan to inform potentially eligible pregnant women about the availability of PNCC services. At a minimum, the plan must:</p> <ul style="list-style-type: none"> <li>• Identify the provider's target population (e.g., teens only, all eligible members in the county, members in specific ZIP codes).</li> <li>• Outline the strategies that will be used to inform eligible members, the local community, social service providers, schools, local health care providers, and other appropriate agencies and organizations about the availability of PNCC services. Outreach efforts could also include community presentations, informational brochures, posters, billboards,</li> </ul>	<p><b>I.B.</b> The provider is required to have an outreach plan available for review. The plan also must be specific to the target population and address strategies to inform eligible pregnant women about PNCC services.</p>

television ads, or newspaper articles.	
<p><b>I.C.</b> Establish written procedures to ensure that care coordinators include members, to the full extent of their ability, in all decisions regarding appropriate services and providers.</p>	<p><b>I.C.</b> Written procedures that meet the stated guidelines are available for review.</p>
<p><b>I.D.</b> Develop and implement internal policies and procedures for ensuring that quality services are provided in accordance with Medicaid rules. At a minimum, these policies and procedures address:</p> <ul style="list-style-type: none"> <li>• Patient confidentiality. These policies must include clear statements regarding the type of information that can be released, the time period for which the authorization is valid, and the agencies or individuals to whom the information can be released.</li> <li>• Accuracy, legibility, and completeness of records (e.g., the accurate scoring of <a href="#">Prenatal Care Coordination Pregnancy Questionnaires</a>, the legibility of care plans and other written information, and documentation of all contacts with, or on behalf of, a member).</li> <li>• Procedures to ensure that priorities established in individual care plans are addressed in a timely manner.</li> <li>• Procedures to ensure that members are offered services that are sufficient in intensity. The procedures must include well-defined criteria for increasing or decreasing the intensity of services.</li> <li>• Procedures to ensure that timely and appropriate referrals are made and there is follow up on all referrals. Unless otherwise stated, follow up on referrals must be made within two weeks of the referral.</li> <li>• Ongoing staff training and support, including adequate supervision and support of paraprofessionals. Provide face-to-face supervision of paraprofessionals every 30 days, at a minimum.</li> <li>• Appropriate staff-to-client ratio. Ensure that care coordinators have an adequate amount of time to spend with each member. The number of clients per care coordinator will vary depending on the needs of the members on their caseload.</li> <li>• The provision of services by culturally competent staff.</li> <li>• The provision of services that are family centered.</li> <li>• Procedures to ensure that staff are following the provider's policies and procedures for the provision of services.</li> </ul> <p>The policies and procedures must clearly identify:</p> <ul style="list-style-type: none"> <li>• The staff responsible for oversight of the policies and procedures.</li> <li>• Steps for prioritizing, monitoring, and correcting problem areas</li> </ul>	<p><b>I.D.</b> Written policies and procedures that meet the stated guidelines are available for review. Documentation of all activities that meet the stated guidelines is also available for review. Provider records indicate paraprofessional supervision every 30 days, at a minimum.</p>
<p><b>I.E.</b> Establish written procedures to ensure that a qualified professional reviews and signs all assessments completed by</p>	<p><b>I.E.</b> The provider has written procedures requiring the review by and signature of qualified professionals of all Pregnancy</p>

paraprofessional staff.	Questionnaires completed by paraprofessionals.
<p><b>I.F.</b> Develop a written plan for providing timely, non-disruptive, translator services for members who are hearing impaired and for members who do not speak or understand English.</p> <p>If the provider does not have an interpreter on staff, the provider must maintain a current list of interpreters who are "on call" to provide interpreter services.</p> <p>Do not use family members as interpreters when administering Pregnancy Questionnaires or for the initial care plan development. Do not use children as interpreters.</p>	<p><b>I.F.</b> The provider has a written plan that meets the stated guidelines available for review. If the interpreter is not a staff member, the provider has a current list of "on call" interpreters available for review.</p>
<p><b>I.G.</b> Develop written procedures for scheduling members for the initial assessment, initial care plan development, ongoing care coordination and services, and health and nutrition education, if appropriate. The schedule should allow adequate time with each individual to address her problems, develop a plan of action, and provide adequate education. If possible, schedule the initial assessment within 10 working days after the request for a service by a pregnant woman, or after receiving a referral.</p> <p>The procedures must also include guidelines for staff regarding the time frame within which the initial contact must be scheduled after the Pregnancy Questionnaire and care plan are completed.</p>	<p><b>I.G.</b> Written procedures that clearly outline the provider's plans for scheduling the initial assessment, the initial care plan development, and ongoing care coordination and monitoring services must be available for review.</p>
<p><b>I.H.</b> Develop written procedures for following up with members who fail to keep appointments (care coordination, social service, prenatal or other appointments). Include time frames within which the member must be contacted and the steps designed to help the member keep future appointments.</p>	<p><b>I.H.</b> Written procedures that meet the stated guidelines are available for review.</p>
<p><b>I.I.</b> Maintain a current list of appropriate community resources (for referral purposes). The list includes, but is not limited to, the following services and agencies:</p> <ul style="list-style-type: none"> <li>• Adoption.</li> <li>• AIDS or HIV.</li> <li>• Adult protective services.</li> <li>• Alcohol, tobacco, and other drug abuse.</li> <li>• Child welfare services.</li> <li>• Children with special health care needs program.</li> <li>• Day care centers.</li> <li>• Domestic/family violence.</li> <li>• Early childhood intervention programs (e.g., Head Start, B-3).</li> <li>• Education.</li> <li>• Employment/job training.</li> <li>• Family planning.</li> <li>• Food pantries/other food services.</li> <li>• Special Supplemental Nutrition Program for WIC programs.</li> <li>• Housing and shelters for the homeless.</li> <li>• Legal assistance.</li> <li>• Social services (e.g., family/marriage counseling, family</li> </ul>	<p><b>I.I.</b> A current list of appropriate community resources — including, but not limited to, the services and agencies stated in the guidelines — and addresses, telephone numbers, and any associated costs is on file.</p>

<p>support services, clothing for newborns).</p> <ul style="list-style-type: none"> <li>• Parenting education (including fathers).</li> <li>• Perinatal loss/grief counseling.</li> <li>• Respite/family resource centers.</li> <li>• Transportation. The list(s) must include the description of services offered, name of agency, address, telephone number, contact person, and any costs associated with the services.</li> </ul>	
<p><b>I.J.</b> Establish working relationships (for the purpose of referrals) with key community agencies, social services providers, HMOs, and Medicaid primary care providers. If possible, develop written agreements that address the specific procedures to be followed for making referrals and for obtaining information on the outcome of the referrals from these agencies and providers. Ensure that staff are aware of these agreements.</p> <p>Medicaid HMOs are required to sign a <a href="#">MOU</a> with all PNCC providers in their service area.</p>	<p><b>I.J.</b> The provider's file includes written agreements or documentation that show that the provider has made good faith efforts to develop effective working relationships with key health and social services providers. The provider has on file a current MOU with each HMO in the county.</p>
<p><b>I.K.</b> Establish written procedures regarding the release of member-specific information. Members may sign a general release of information. However, providers must obtain specific approval to release sensitive information about the member.</p>	<p><b>I.K.</b> The provider has written policies regarding the release of member-specific information. The policies specifically address the release of sensitive information.</p>

## Pregnancy Questionnaire Administration

The provider must administer the Medicaid-approved assessment tool (the Pregnancy Questionnaire) to determine eligibility for the benefit. The assessment tool is designed to identify the member's strengths and needs. In addition to the Pregnancy Questionnaire, the provider may use any commercial or self-designed form to conduct a more detailed assessment.

All members must have a completed copy of the Pregnancy Questionnaire in their file.

*Note:* The Pregnancy Questionnaire includes several questions to which the member may object. Prior to administering the Pregnancy Questionnaire, explain the assessment and care plan process, acknowledge the intrusiveness of some of the questions and explain why you need to ask the questions. If necessary, share your agency's confidentiality policies with the member, including who will have access to the information provided.

Pregnancy Questionnaire Administration	
Guideline	Performance Measurement
<b>The provider must complete the following:</b>	
<p><b>II.A.</b> Administer and score the Pregnancy Questionnaire in its entirety unless the member objects to a particular question or section, or the information is unavailable.</p>	<p><b>II.A.</b> The member's file includes a completed and scored Pregnancy Questionnaire. If the questionnaire is not completed in its entirety, there is documentation that explains why.</p>
<p><b>II.B.</b> Review and finalize the Pregnancy Questionnaire in a face-to-face meeting with the member. The staff completing the Pregnancy Questionnaire must sign and date it. A qualified professional must review and sign all Pregnancy Questionnaires completed by paraprofessional staff.</p>	<p><b>II.B.</b> The member's file includes documentation that the Pregnancy Questionnaire was reviewed and finalized in a face-to-face visit. The Pregnancy Questionnaire is signed and dated. The member's file also includes documentation that a qualified professional reviewed and signed all Pregnancy Questionnaires completed by paraprofessional staff.</p>
<p><b>II.C.</b> Inform members who score 40 or more points on the</p>	<p><b>II.C.</b> The member's file documents that the member was offered</p>

<p>Pregnancy Questionnaire that they are eligible to receive PNCC services.</p> <p>If the member is not interested in receiving services, try to determine the reason. Give the member a written copy of the agency's address and telephone number and ask the member to call or stop by if she changes her mind.</p>	<p>PNCC services.</p> <p>If the member is not interested in receiving services, the reason is documented. The file includes documentation that the member received a written copy of the provider's address and telephone number and was asked to call if she changes her mind about receiving services.</p>
<p><b>II.D.</b> Inform members who score less than 40 points on the Pregnancy Questionnaire that they are not eligible to receive PNCC services.</p> <p>Based on the member's identified needs, refer her to other community resources as appropriate. Give the member a written copy of the agency's telephone number and ask her to call or stop by if she has a significant negative change in her family, medical, social, or economic status while she is still pregnant.</p> <p>Also, the provider may reassess the member if someone, such as a health care professional, a school, or a social worker, refers her back to the provider.</p> <p>The provider may use the same Pregnancy Questionnaire if the reassessment or update is within 12 months of the initial assessment. Changes to the Pregnancy Questionnaire must be clearly identified (e.g., use a different color of ink, cross out old response). Do not erase or totally obliterate the original response.</p> <p>Re-sign and date the Pregnancy Questionnaire.</p>	<p><b>II.D.</b> The member's file includes documentation that the member was referred to other community resources as appropriate. The file also documents that the member was asked to contact the provider if she has a significant negative change in her family, medical, social, or economic status while she is still pregnant.</p> <p>Changes to the Pregnancy Questionnaire are legible and clearly identified. The Pregnancy Questionnaire is signed and dated.</p>
<p><b>II.E.</b> Use a new Pregnancy Questionnaire for assessments administered after 12 months of the initial assessment.</p>	<p><b>II.E.</b> The member's file includes a new Pregnancy Questionnaire if more than 12 months have elapsed since the initial assessment.</p>

## Care Plan Development

The Pregnancy Questionnaire must be completed prior to the development of the care plan. The provider is not required to use a specific care plan format. However, the care plan must be based on the results of the Pregnancy Questionnaire.

<b>Care Plan Development</b>	
<b>Guideline</b>	<b>Performance Measurement</b>
<b>The provider must complete the following:</b>	
<p><b>III.A.</b> Develop a written individualized care plan for each member scoring 40 or more points on the Pregnancy Questionnaire. Develop only one care plan for each member.</p>	<p><b>III.A.</b> The member's file includes an individualized care plan if the member scored 40 or more points on the Pregnancy Questionnaire.</p>
<p><b>III.B.</b> Include the member in the development and any subsequent revisions of the care plan. Include family members and other supportive persons as appropriate.</p> <p>The member and provider who developed the care plan must sign and date the plan.</p>	<p><b>III.B.</b> The member's file includes documentation that the member and, when appropriate, the member's family and other supportive persons actively participated in the development of the care plan.</p> <p>The member and the provider have signed and dated the care plan.</p>
<p><b>III.C.</b> Inform the member that the care plan can be changed at</p>	<p><b>III.C.</b> The member's file includes documentation of the stated</p>



<p>any time, and as often as necessary. Provide the member with information on how to request changes to the care plan, including the name and telephone number of the person to contact to initiate the change.</p>	<p>guideline.</p>
<p><b>III.D.</b> Ensure that the care plan includes the following:</p> <ul style="list-style-type: none"> <li>• Identification and prioritization of all strengths and problems identified during the initial assessment, including those related to health and nutrition education.</li> <li>• Identification and prioritization of all services to be arranged with the member, including the names of the service providers (including health care providers).</li> <li>• A description of the member's informal support system, including collaterals, and activities planned to strengthen it if necessary.</li> <li>• Appropriate referrals and planned follow up.</li> <li>• Expected outcome of each referral.</li> <li>• Progress or resolution of identified priorities.</li> <li>• Documentation of unmet needs and gaps in service.</li> <li>• Planned frequency, time, and place of contacts with the member.</li> <li>• Identification of individuals who participated in the care plan development.</li> <li>• The member's responsibility in the plan's implementation.</li> </ul> <p>If there are other care coordinators involved with the member, the care plan must address any needed collaboration or coordination. This requirement applies whether or not Medicaid covers the other care coordinators' services. The member's preferences concerning which care coordinator should provide services must be considered when the care coordinators' roles overlap.</p>	<p><b>III.D.</b> The member's file includes a care plan that meets the stated guidelines.</p>
<p><b>III.E.</b> At a minimum, review and update the member's care plan every 60 days or sooner if the member's needs change. If necessary, update the member's care plan during each visit.</p> <p>All updates to the care plan must be signed or initialed and dated by the provider and the member.</p>	<p><b>III.E.</b> The member's file includes documentation that the care plan was updated at least every 60 days. All updates to the care plan are signed or initialed and dated by the provider and the member.</p>
<p><b>III.F.</b> Provide the member with the written name and telephone number of:</p> <ul style="list-style-type: none"> <li>• The person who will provide the ongoing care coordination services. If necessary, introduce the member to the care coordinator if he or she is different from the person who administered the assessment and developed the care plan.</li> <li>• The person to contact in urgent situations or as backup when the care coordinator is unavailable.</li> </ul>	<p><b>III.F.</b> The member's file includes a copy of, or documentation stating that the provider gave to the member, written information identifying the name and telephone number of the care coordinator and of the person to contact as back-up.</p>

## Ongoing Prenatal Care Coordination and Monitoring

All members must have a care plan in their file that predates the delivery of ongoing PNCC services, except for in urgent situations. In such cases, the provider is required to document the urgent situation. The provider is required to document all member and collateral contacts. The documentation must include the following:

- The member's name.
- The date of contact.
- The full name and title of the person who made the contact.
- A clear description of the reason for and nature of the contact.
- The length of time of the contact (the number of minutes or the exact time; e.g., 9:15-10:05 a.m.).
- Where or how the contact was made.

PNCC ongoing services must be based on the care plan.

### PSYCHOSOCIAL SERVICES

The term "psychosocial" refers to those concerns about relationships and support systems, fears about personal safety or safety of other family members, fears about past or current physical or substance abuse, depression or other mental health problems, worries about ability to meet basic needs for food and shelter, and significant stress about ability to cope with the current pregnancy.

Psychosocial services should be provided by professional staff who are qualified by education, training, and experience to provide the level of service the member needs.

Psychosocial services are provided to assist the pregnant woman in:

- Resolving relationship problems that may adversely affect her health and the outcome of her pregnancy.
- Identifying and accessing other services that will support her efforts to maintain a healthy pregnancy, continue positive health behaviors and provide a safe home for herself and her children.
- Understanding and dealing with the social-emotional aspects of pregnancy and parenting.
- Evaluating behaviors that may interfere with having a healthy pregnancy and infant, such as substance abuse, poor nutrition, and high-risk sexual behavior.

<b>Ongoing Care Coordination and Monitoring</b>	
<b>Guideline</b>	<b>Performance Measurement</b>
<b>The provider must complete the following:</b>	
<p><b>IV.A.</b> On an ongoing basis, the provider must:</p> <ul style="list-style-type: none"> <li>• Determine which services identified in the care plan have been or are being delivered.</li> <li>• Determine if the services are adequate for the member's needs.</li> <li>• Provide supportive contact to ensure that the member is able to access services, is actually receiving services, or is engaging in activities specified in the care plan.</li> <li>• Monitor the member's satisfaction with the service.</li> <li>• Ask the member to evaluate the quality, relevance, and desirability of the services to which she has been referred.</li> <li>• Identify changes in the member's circumstances that would require an adjustment in the care plan.</li> </ul>	<p><b>IV.A.</b> The member's file includes documentation that indicates the provider offered ongoing services as stated.</p>

<p><b>IV.B.</b> Provide the member with information on community resources and referrals to other agencies when appropriate.</p> <p>Whenever possible, provide written referrals. Written referrals must include:</p> <ul style="list-style-type: none"> <li>• The care coordinator's name, address, and telephone number.</li> <li>• The member's name.</li> <li>• The date that the referral is made.</li> <li>• The name, address, and telephone number of the agency/provider to which the member is being referred.</li> <li>• The reason for the referral.</li> </ul>	<p><b>IV.B.</b> The member's file indicates that the provider made available information on community resources and provided referrals as appropriate. A copy of all written referrals is maintained (or noted, if verbal) in the member's file.</p>
<p><b>IV.C.</b> When referring the member for services, the care coordinator must:</p> <ul style="list-style-type: none"> <li>• Ensure that the member understands the reason and need for the referral.</li> <li>• Inform the member of all available options for obtaining the needed service.</li> <li>• Explain any costs involved or limitation in the service.</li> <li>• Assist the member in learning how to access the service for which the referral was made, including the appropriate use of contact name, telephone number, and address.</li> <li>• Follow up with the service agency, including appropriate advocacy on behalf of the member to ensure that services are provided. Follow up on referrals within two weeks unless otherwise dictated by the urgency of the circumstance.</li> </ul>	<p><b>IV.C.</b> The member's file includes copies of referrals, consent for release of information, and documentation of the coordinator's follow up on all referrals with the member and the service provider.</p>
<p><b>IV.D.</b> Ensure that the intensity and frequency of contacts with the member corresponds to the level of need and/or risk identified by the Pregnancy Questionnaire. For example, schedule frequent face-to-face visits if the member is in crisis, if there is violence in the home, or if the member is a first-time parent with no support system. If necessary, call or visit the member daily or weekly.</p> <p>At a minimum, contacts or visits should occur no less than every 30 days. If possible, schedule more frequent visits during the early months of pregnancy.</p>	<p><b>IV.D.</b> The member's file includes documentation that contacts with the member correspond to the level of need/risk and includes the date, time, location, and length of member contact, progress and/or resolution of identified problems, and signature of the professional reviewer.</p> <p>The member's file includes documentation supporting contacts with the member that are less frequent than the stated guidelines.</p>
<p><b>IV.E.</b> Assist the member in accessing and appropriately using the health care delivery system. For example, ensure that the member:</p> <ul style="list-style-type: none"> <li>• Can identify her primary/obstetric care provider, clinic, and HMO.</li> <li>• Has her health care providers' telephone numbers and addresses and knows where to find them.</li> <li>• Knows the proper procedures for obtaining medical information or health care after hours.</li> <li>• Understands how to obtain specialty care, for example, mental health/substance abuse (alcohol and other drug</li> </ul>	<p><b>IV.E.</b> The member's file includes documentation of the member's knowledge, deficiencies, and information provided as stated in the guidelines.</p>

<p>abuse) treatment.</p> <ul style="list-style-type: none"> <li>• Knows when to use the hospital emergency room.</li> <li>• Knows how to schedule, reschedule, and cancel appointments. Assist the member in obtaining information as appropriate.</li> </ul>	
<b>IV.F.</b> Refer the member for counseling and support in the grief process when there is an early pregnancy loss (before 20 weeks gestation).	<b>IV.F.</b> The member's file includes documentation and follow up on the referral.
<b>IV.G.</b> If the member indicates a desire to have an elective abortion, refer her to an appropriate medical provider for counseling. Inform the member that Wisconsin Medicaid does not cover care coordination services following an elective abortion.	<b>IV.G.</b> The member's file includes documentation of the referral.
<p><b>IV.H.</b> Refer members with complex psychosocial needs to additional community or mental health services.</p> <p>If the member exhibits behavior that may be dangerous to herself or others, immediately refer her to her health care or mental health provider in the community. Ensure follow up within 24 hours.</p>	<b>IV.H.</b> The member's file includes appropriate referrals and documentation of timely follow up on the referrals. Member's file also documents follow up within 24 hours, if appropriate.
<b>IV.I.</b> Reassess the member's psychosocial risk status at least once each trimester and update the care plan as necessary. The assessment should include the member's strengths, weaknesses, support system, environment, actual and potential stressors, attitude toward the pregnancy, and past experiences with pregnancy.	<b>IV.I.</b> The member's file includes documentation of a periodic assessment. The care plan is updated as necessary.

## Nutrition Counseling

Wisconsin Medicaid covers nutrition counseling if the need is identified in the Pregnancy Questionnaire and it is included in the member's individualized care plan. Pregnant women with nutrition-related needs may require a more in-depth nutritional assessment, nutrition education, and counseling by a registered/certified dietician or other qualified professional.

<b>Nutrition Counseling</b>	
<b>Guideline</b>	<b>Performance Measurement</b>
<b>The provider must complete the following:</b>	
<p><b>V.A.</b> Assess the member's knowledge and understanding of basic nutrition and dietary practices and how these factors could affect the pregnancy outcome for both her and the fetus. If possible, conduct the assessment during the first visit. Ensure that the care plan addresses the member's specific education needs. Provide or refer the member for education on the following topics as needed:</p> <ul style="list-style-type: none"> <li>• Recommended weight gain and weight gain goals.</li> <li>• Recommended dietary intake and meal patterns.</li> <li>• Suggestions to improve intake of:</li> </ul>	<p><b>V.A.</b> The member's file includes documentation of the assessment. The member's care plan addresses the member's specific education needs. A check-off list is permissible.</p>

<ul style="list-style-type: none"> <li>○ Calcium-rich foods.</li> <li>○ Iron-rich foods and foods that enhance iron absorption.</li> <li>○ Folate-rich foods.</li> <li>● Use of vitamin and mineral supplements and over-the-counter medicines.</li> <li>● Avoidance of self-imposed diets and food practices that can be harmful.</li> <li>● Dietary interventions for common problems of pregnancy: <ul style="list-style-type: none"> <li>○ Nausea and vomiting in early pregnancy.</li> <li>○ Heartburn.</li> <li>○ Constipation.</li> </ul> </li> <li>● Promotion and support of breastfeeding.</li> <li>● Resources for food, food budgeting, preparation, and storage, including referral and follow up on WIC Program participation.</li> <li>● Safe water source: refer for testing if lead, nitrates, or fluoride level might be a problem, and refer for dietary fluoride supplements when necessary.</li> </ul>	
<p><b>V.B.</b> Conduct periodic reassessments throughout the pregnancy. All assessments must be signed and dated.</p>	<p><b>V.B.</b> The member's file includes documentation of periodic reassessments. The assessments are signed and dated.</p>
<p><b>V.C.</b> Refer members with more intensive nutritional-related needs to a dietitian if necessary.</p> <p>Problems indicating a need for referral to a registered/certified dietitian include but are not limited to:</p> <ul style="list-style-type: none"> <li>● Pre-pregnancy weight less than 20 BMI.</li> <li>● Pre-pregnancy weight greater than 26.0 BMI.</li> <li>● Inappropriate weight gain based on weight gain recommendations of the Institute of Medicine, 1990.</li> <li>● Anemia: hematocrit &lt; 30.0%, or hemoglobin &lt; 10.0 g/dL.</li> <li>● Pregnant woman's own history of childhood lead poisoning, or current blood lead level <math>\geq 10</math> ug/dL within the last 12 months.</li> <li>● Previous obstetrical complications: anemia, pregnancy-induced hypertension, fetal loss, premature delivery, inadequate weight gain, low-birth-weight infant, small-for-gestational-age infant, high-birth-weight infant.</li> <li>● Current medical/obstetrical complications: diabetes, hypertension, renal disease, liver disease, cancer, cardiopulmonary disease, PKU, thyroid disease, gastrointestinal disease (e.g., parasites, short gut), hyperemesis gravidarum, severe infection, anesthesia/surgery/trauma within six months.</li> <li>● Psychological problems: current or past history of eating disorders, depression influencing appetite or eating, mental retardation, mental illness.</li> <li>● Dietary factors: inadequate diet, milk allergy, lactose intolerance, self-imposed dietary restrictions, inappropriate use of supplements and over-the-counter medications, insufficient resources to obtain, store, and prepare food to achieve an adequate dietary intake.</li> <li>● Age 17 years or less at time of conception.</li> </ul>	<p><b>V.C.</b> The member's file includes documentation of the specific reasons for referral to a registered/certified dietitian. The file also includes documentation of timely follow up with the dietitian to ensure the member is receiving nutrition care.</p>

<ul style="list-style-type: none"> <li>• 16 months or less between end of last pregnancy and conception.</li> <li>• Multiple gestation.</li> <li>• Smokes, uses alcohol or illicit drugs.</li> <li>• Breastfeeding another child during current pregnancy.</li> <li>• Pica (eating nonfood substances).</li> </ul>	
<b>V.D.</b> Ensure that printed booklets and handouts obtained for distribution to members are appropriate for member's reading level and culture.	<b>V.D.</b> The provider has printed nutritional material that is appropriate for its target population.

## Basic Health Information and Health Education

Wisconsin Medicaid covers health education if the need for it is identified in the Pregnancy Questionnaire and it is included in the member's individualized care plan. Pregnant women identified with health education-related needs may require in-depth health education and counseling by a qualified professional.

Basic Health Information and Health Education	
Guideline	Performance Measurement
<b>The provider must complete the following:</b>	
<p><b>VI.A.</b> Assess the member's knowledge and understanding about her medical status and health practices and the impact on her pregnancy outcome.</p> <p>Reassess the member periodically and provide ongoing education if necessary.</p>	<p><b>VI.A.</b> The member's file includes documentation of the assessment. A check-off list is permissible if it identifies specific educational areas of need.</p> <p>The member's file also includes documentation of periodic reassessments.</p>
<p><b>VI.B.</b> Ensure the member's care plan includes the identified health education needs, strategies for addressing them, and reasonable goals.</p>	<p><b>VI.B.</b> The member's care plan addresses identified needs, strategies for addressing them, and reasonable goals.</p>
<p><b>VI.C.</b> Provide basic health information to the member. Ensure that the information is easy to understand, culturally appropriate, and shared in a non-threatening and non-judgmental manner. The intent of providing basic information about pregnancy is to help the woman positively adjust to her new condition.</p> <p>At this level the emphasis is not on behavior or lifestyle change but information sharing. Basic health information about prenatal care and pregnancy could include the following topics:</p> <ul style="list-style-type: none"> <li>• Importance of continuous prenatal care.</li> <li>• Normal changes due to pregnancy as it relates to each trimester. <ul style="list-style-type: none"> <li>◦ Maternal anatomy and physiology.</li> <li>◦ Fetal development.</li> <li>◦ Emotional issues.</li> </ul> </li> <li>• Self-help strategies for common discomforts related to pregnancy.</li> <li>• Self-care during pregnancy.</li> <li>• Pregnancy complications.</li> </ul>	<p><b>VI.C.</b> The member's file includes documentation of the information provided.</p>

<ul style="list-style-type: none"> <li>○ Symptoms and self-detection of preterm labor.</li> <li>○ Bleeding, infections during pregnancy, rupture of the bag of waters.</li> <li>○ Emergency arrangements.</li> <li>● Understanding the dangers of over-the-counter medicines, prescription drugs, tobacco, alcohol, illicit drug use, and environmental and occupational hazards as they relate to pregnancy.</li> <li>● Preparation for labor, delivery, and postpartum discharge: <ul style="list-style-type: none"> <li>○ Hospital arrangements.</li> <li>○ Support person to participate during labor and delivery.</li> </ul> </li> <li>● Preparation for the baby.</li> <li>● Infant care, including nutrition and breastfeeding.</li> <li>● Family Planning.</li> </ul>	
<p><b>V.I.D.</b> Provide or refer members for in-depth health education services if necessary. Ensure that the educational interventions address those high-risk medical conditions and health behaviors that can be alleviated or improved through education.</p> <p>Include the following topics as appropriate:</p> <ul style="list-style-type: none"> <li>● Education/assistance to stop smoking. <ul style="list-style-type: none"> <li>○ Decrease smoking alternative.</li> <li>○ Effects of smoking on mother and fetal development.</li> </ul> </li> <li>● Education/assistance to stop alcohol consumption. <ul style="list-style-type: none"> <li>○ Emphasize importance of no alcohol during pregnancy.</li> <li>○ Effect of alcohol on fetal development.</li> </ul> </li> <li>● Education/assistance to stop use of illicit or street drugs. <ul style="list-style-type: none"> <li>○ Emphasize no safe limit.</li> <li>○ Effects of drugs on fetal development.</li> </ul> </li> <li>● Education/assistance to stop high-risk sex practices.</li> <li>● Education on the safe use of over-the-counter/prescription drugs.</li> <li>● Education on environmental/occupational hazards related to pregnancy. <ul style="list-style-type: none"> <li>○ Potential exposure to hazard in member's own environment.</li> <li>○ Effects on fetal growth and development.</li> <li>○ Efforts to minimize exposure.</li> </ul> </li> <li>● Lifestyle management. <ul style="list-style-type: none"> <li>○ Relaxation techniques.</li> <li>○ Building self-esteem.</li> <li>○ Learning coping strategies and decision-making skills.</li> <li>○ Communication skills with health care providers, family, peers, etc.</li> </ul> </li> <li>● Reproductive health. <ul style="list-style-type: none"> <li>○ Human sexuality.</li> <li>○ Environmental/occupational hazards.</li> </ul> </li> </ul>	<p><b>V.I.D.</b> The member's file must include documentation of the need for more in-depth education. The file must also describe the type of education provided and the member's progress in meeting established goals.</p> <p>The file includes documentation of follow up on referrals.</p>

<ul style="list-style-type: none"> <li>• Anticipatory guidance on childbirth, health and child growth and development.</li> </ul> <p>Refer the member for additional support or information as needed. Ensure timely follow up on all referrals.</p>	
<b>VI.E.</b> Ensure that printed booklets and handouts obtained for distribution to members are appropriate for members' reading level and culture.	<b>VI.E.</b> The provider has printed material that is appropriate for its target population.

## Postpartum Services

PNCC services continue during the postpartum period (the first 60 days following delivery).

<b>Postpartum Services</b>	
<b>Guideline</b>	<b>Performance Measurement</b>
<b>During the postpartum period, providers should complete the following:</b>	
<b>VII.A.</b> Make at least one face-to-face contact. If possible, make at least one home visit.	<b>VII.A.</b> The member's file includes documentation of the contact.
<b>VII.B.</b> Update the member's care plan within 30 days after delivery. Address any negative changes in the member's postpartum medical and/or psychosocial condition with the member.	<b>VII.B.</b> The member's file indicates any necessary updates and follow ups.
<b>VII.C.</b> Refer the member for counseling and support if she has a stillbirth. Ensure timely follow up on the referral.	<b>VII.C.</b> The member's file includes documentation of the referral and follow up.
<b>VII.D.</b> Refer the member to the Infant Death Center of Wisconsin if there is a sudden, unexpected infant death. Ensure timely follow up on the referral.	<b>VII.D.</b> The member's file includes documentation of the referral and follow up.
<b>VII.E.</b> Refer the member for additional support and assistance in learning how to care for her child if the child is identified as having a special health care need (e.g., spina bifida, cleft lip, cerebral palsy) or a medical risk condition (for example, low birth weight, prematurity).  Ensure timely follow up.	<b>VII.E.</b> The member's file includes documentation of the identified problem, referrals, and follow up.
<b>VII.F.</b> Assess the member's knowledge and understanding of basic postpartum care. Provide information as necessary. At a minimum, include the following topics in the assessment: <ul style="list-style-type: none"> <li>• Personal hygiene.</li> <li>• Nutrition during breastfeeding, including influence of tobacco, alcohol, and other drugs.</li> <li>• Postpartum nutrition if formula feeding.</li> <li>• Guides to successful breastfeeding, breast care, and routine self-breast checks.</li> <li>• Physical activity and exercise.</li> <li>• Recognition of minor gynecologic problems.</li> <li>• Family planning.</li> </ul>	<b>VII.F.</b> The member's file includes documentation of the assessment, information or referral provided, and any follow up.



<ul style="list-style-type: none"> <li>• Prevention of sexually transmitted diseases.</li> <li>• Continuity of basic primary and reproductive health care.</li> </ul>	
<p><b>VII.G.</b> Assess the member's interpersonal relationship with the infant. The assessment could include the member's strengths, weaknesses, support system, social environment, stresses, attitude toward the infant, and past experiences with parenting.</p> <p>Refer the member as appropriate.</p>	<p><b>VII.G.</b> The member's file includes documentation of the assessment, information or referral provided, and any follow up.</p>
<p><b>VII.H.</b> Assess the member's knowledge and understanding regarding appropriate newborn care and feeding practices and how these factors affect growth and development. Provide information or refer the member to a qualified professional as appropriate. At a minimum, include the following topics in your assessment:</p> <ul style="list-style-type: none"> <li>• Infant's hunger and fullness cues.</li> <li>• Infant nutrition and appropriate feeding practices.</li> <li>• Successful breastfeeding.</li> <li>• Food and/or formula preparation and storage.</li> <li>• Bathing, skin and cord care, and diaper rash prevention.</li> <li>• Normal growth and development.</li> <li>• Taking infant's temperature, treatment of nausea, vomiting, dehydration, and fever.</li> <li>• Infant nurturing and stimulation.</li> <li>• Effects of secondhand smoke on infant health and nutrition.</li> <li>• Injury prevention and safety, including car seats, falls, poisoning, choking, sleep positions.</li> <li>• Appropriate use of infant's primary health care provider versus the emergency room.</li> </ul>	<p><b>VII.H.</b> The member's file includes documentation of the assessment, information or referral provided, and any follow up.</p>
<p><b>VII.I.</b> Encourage the member to choose a primary health care provider for the baby. Assist her in obtaining information regarding appropriate providers. Refer her to her HMO if appropriate.</p>	<p><b>VII.I.</b> The member's file includes documentation of the referral and follow up.</p>
<p><b>VII.J.</b> Inform the mother about the importance of timely immunization and regular well-child checkups. Assist her with making initial appointments, if needed.</p>	<p><b>VII.J.</b> The member's file includes documentation of information provided, referrals given, and follow up.</p>
<p><b>VII.K.</b> Assess the member's knowledge of the steps involved in obtaining appropriate and reliable child care.</p> <p>Provide information or refer the member for assistance if deficiencies are found in the following areas:</p> <ul style="list-style-type: none"> <li>• Knowledge regarding available resources for checking provider references.</li> <li>• Evaluating child care settings for safety.</li> <li>• Obtaining financial assistance for child care.</li> <li>• Appropriate monitoring of the child care provider.</li> <li>• Reporting suspected child abuse or neglect by the child care provider.</li> </ul>	<p><b>VII.K.</b> The member's file includes documentation of the assessment, information provided, referrals given, and follow up.</p>

**VIII.L.** Refer women who require services beyond the postpartum period to other community resources before discharge from the PNCC program.

Follow up on any referrals prior to the 60th day after delivery.  
Document the last date of service (the date the member is discharged).

**VIII.L.** The member's file includes documentation of PNCC postpartum contacts, referrals, follow up, and discharge from the program. The member's file also indicates the date of delivery.

## Health Education and Nutrition Counseling

BadgerCare Plus covers health education and nutrition counseling under the PNCC benefit if all of the following occur:

- The medical need for health and/or nutrition education is identified in the [Prenatal Care Coordination Pregnancy Questionnaire](#). Providers should follow up with a more comprehensive assessment of the member's health education and nutrition needs and strengths. Providers may use any appropriate assessment tool to conduct the follow-up assessment.
- The member's written individual care plan includes strategies and goals aimed at ameliorating the identified risk factors.
- A qualified professional provides the health education and nutrition counseling. The qualified professional is required to have the expertise, through education or at least one year of work experience, to provide health education and nutrition counseling.
- Services are provided face-to-face. Services may be provided in an individual or group setting. However, providers are required to establish clear strategies and goals for each recipient and include them in the member's individualized care plan.

### Health Education

Health education may include, but is not limited to, the following topics:

- Education and assistance to stop smoking.
- Education and assistance to stop alcohol consumption.
- Education and assistance to stop the use of illicit or street drugs.
- Education and assistance to stop potentially dangerous sexual practices.
- Education on environmental and occupational hazards related to pregnancy.
- Lifestyle management consultation.
- Reproductive health education.
- Preparation for childbirth.
- Preparation for the baby.

### Nutrition Counseling

Nutrition counseling may include, but is not limited to, the following topics:

- Weight and weight gain.
- Medical conditions (e.g., anemia, gestational diabetes).
- Previous and current nutrition-related obstetrical complications.
- Psychological factors affecting nutritional status (e.g., depression, anorexia).
- Dietary factors affecting nutritional status (e.g., the use of supplements, the lack of food resources).
- Reproductive history affecting nutritional status (e.g., short inter-pregnancy interval, high parity).
- Breastfeeding education, infant nutritional needs.

## Initial Assessment

Providers are required to administer an initial, comprehensive risk assessment to all members. The purpose of this assessment is to determine the needs and strengths of the members. The DHS-approved tool for the initial assessment is the [Prenatal Care](#)

### [Coordination Pregnancy Questionnaire.](#)

BadgerCare Plus will reimburse only one comprehensive assessment per member, per pregnancy, per provider.

## Medical Necessity

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

## Member Payment for Covered Services

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

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

## Ongoing Care Coordination and Monitoring

Ongoing care coordination and monitoring activities must be based on the member's written [care plan](#). Wisconsin Medicaid will not cover ongoing care coordination and monitoring services that are not based on the member's care plan.

Ongoing care coordination and monitoring is a covered PNCC service for members who score four or more points on the [Prenatal Care Coordination Pregnancy Questionnaire](#) or are under 18 years of age. Except in urgent care situations, providers are required to complete the Pregnancy Questionnaire and a care plan for each member prior to providing ongoing care coordination and monitoring services. Providers may offer ongoing care coordination services on the same date they completed the Pregnancy Questionnaire and care plan.

## Activities for Ongoing Care Coordination and Monitoring

Covered activities include the following:

- Member contacts.
- Collateral contacts.
- Information and referral.
- Assessment and care plan updates.
- Recordkeeping.

### Member Contacts

Member contacts may be face-to-face, by telephone, or in writing, as appropriate. Except for health education and nutrition counseling, Wisconsin Medicaid does not cover member contacts for the direct provision of services. The provision of many medical services are reimbursed under other Medicaid benefits.

Wisconsin Medicaid does not limit the number of contacts providers may have with a member. However, reimbursement for the benefit is limited to a maximum amount per pregnancy, per member, per provider.

## Collateral Contacts

A collateral is anyone who has direct supportive contact with the member, such as a family member, friend, service provider, guardian, housemate, or school official. Since the purpose of contacts with a collateral is to mobilize services and support on behalf of the member, the provider is required to identify the role of the collateral in the member's care plan.

Collateral contacts also include time spent on client-specific meetings and formal case consultations with other professionals or supervisors. Do not include time spent discussing or meeting on non-client-specific issues or time spent on general program issues.

Wisconsin Medicaid will not reimburse collateral contacts if there is no member contact during the month for which the provider is billing.

## Information and Referral

Information and referral means providing members with current information about available resources and programs to help members gain access to needed services. Providers may complete a [Referral Form](#), which contains reasons for the referral and an authorization of the referral by the member. Providers are required to ensure follow up on all referrals within two weeks, unless otherwise stated. Information and referral are reimbursed under care coordination.

Wisconsin Medicaid does not cover care coordination services on behalf of family members who are not Medicaid eligible. However, providers may assist non-Medicaid-eligible family members in accessing services needed to best meet the eligible member's needs.

## Assessment and Care Plan Updates

Providers may update the Pregnancy Questionnaire and care plan, and administer other assessment tools, when necessary. These activities are reimbursed as care coordination services.

## Recordkeeping

Wisconsin Medicaid considers care coordination and monitoring activity. Reimbursable recordkeeping activities include time spent on the following:

- Documenting the pregnancy (e.g., obtaining a signed statement from a physician, physician's assistant, certified nurse midwife, nurse practitioner, family planning clinic, or a PE provider).
- Updating care plans.
- Documenting member and collateral contacts.
- Preparing and responding to correspondence to and for the member.
- Documenting the member's activities in relation to the care plan.
- Determining and documenting the pregnancy outcome, including the infant's birth weight and health status.

Recordkeeping is reimbursed only if a member contact occurred during the month for which the provider is billing.

If a member or collateral contact occurs on the last day of the month, the provider may submit a claim to Wisconsin Medicaid for the documentation of the contact in the following month (e.g., if the contact occurred on June 30, the provider may bill for the contact with the July contacts). Wisconsin Medicaid will only allow this exception if the provider documents the contact no later than the next business day.

## Transportation Resources for Members

Although Wisconsin Medicaid does not cover transportation services as part of the PNCC benefit, providers often assist members in making transportation arrangements.

Three types of transportation are possible for eligible members to and from Medicaid-covered services:

- Common carrier vehicles.
- SMVs.
- Ambulances.

All providers may be asked to verify that a Medicaid member received Medicaid-covered services at their site on a particular date.

Refer to the SMV and ambulance service areas of this Web site for more information about transportation services.

## Provision of Services in Urgent Situations

When ongoing care coordination services are provided in an urgent situation (e.g., the woman is pregnant and homeless, or pregnant and without food), the provider is required to:

- Document the nature of the urgent situation.
- Complete the Pregnancy Questionnaire and care plan as soon as possible but no later than 30 days following the actions taken to alleviate the urgent situation.

Providers may offer ongoing care coordination services to members in urgent situations, but Wisconsin Medicaid will not reimburse for these services when they are provided to members who score fewer than four points on the Pregnancy Questionnaire or are over 18 years of age.

## Frequency of Ongoing Monitoring

As part of the care planning process, the provider is required to discuss and document the planned frequency of ongoing contacts and monitoring with the member (and the member's collaterals, if appropriate). At a minimum, contacts should occur every thirty days. If possible, providers should schedule more frequent visits during the early months of the pregnancy.

## Reduction or Termination of Ongoing Care Coordination Services

If a provider needs to reduce or terminate care coordination services for any reason, the provider should notify the member in advance and document this in the member's record. A decision that services can be reduced or terminated should be mutually agreed upon by the provider and member. The member's file must include a statement, signed and dated by the member, indicating agreement with the decision to terminate services. Changes in the care plan should always be discussed with the member, guardian, or parent.

In circumstances when the provider is unable to obtain a signature from the member for the termination of services (for example, the member consistently misses meetings with the provider and does not follow through on referrals, but indicates she wants to continue receiving PNCC services), the member's file must include documentation of all attempts to contact the member through telephone logs and returned or certified mail. The provider is encouraged to provide the member with the names and addresses of other PNCC providers.

If a provider terminates ongoing PNCC services for any reason, the member's case is closed. However, there is no limit to the number of times a provider may reopen a member's case. The provider is required to document in the member's record why the case has been closed and reopened.

## Other Care Coordinators

When multiple family members have care coordinators (case managers), the care plan must identify the role of each care coordinator. Coordinators may not duplicate services. This requirement applies whether or not Wisconsin Medicaid covers the other care coordinator's services.

## Postpartum Services

Postpartum PNCC services are covered up to 60 days following delivery. Postpartum PNCC services are covered only if the member received care coordination services prior to delivery. During the postpartum period, providers are required to:

- Make at least one face-to-face visit with the member.
- Encourage the member to choose a primary health care provider for the baby.
- Inform the member of the importance of immunizations and regular well-child checkups (HealthChecks) for the baby.

Providers may refer to the guidelines and performance measurements for additional information on services provided during the postpartum period.

## Prenatal Care Coordinators

A member should not require PNCC services from more than one provider. Although Wisconsin Medicaid does not deny claims for concurrent services, both providers are notified of the overlap. It is the providers' responsibility to eliminate the overlap by communicating with the member and with each other to determine which provider will continue to provide PNCC services. The member's preferences concerning which care coordinator should provide services must be considered when the care coordinators' roles overlap.

## Program Requirements

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

The following related limitations apply to PNCC and CCC services:

- Wisconsin Medicaid will only reimburse ongoing care coordination and monitoring services *once* per member, per month of service. The units billed are the sum of the time for the month.
- PNCC and CCC services are available to members who are inpatients in hospital or nursing facilities if:
  - The services do not duplicate discharge planning services that the hospital or nursing facility is required to provide.
  - The service is provided during the 30 days prior to discharge.

## Resetting Service Limitations

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

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

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

PA requests for services beyond the covered service limitations will be denied.

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

## Services That Do Not Meet Program Requirements

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

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

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

## Wisconsin Medicaid Managed Care

PNCC services are not covered by state-contracted Medicaid HMOs or special managed care programs (such as programs for people with disabilities). Therefore, providers should submit claims for PNCC services directly to Wisconsin Medicaid for members enrolled in these programs.

Medicaid-certified PNCC providers located in counties with state-contracted HMOs must have on file a signed copy of an [MOU](#) with each HMO in their service area. The MOU encourages coordination between the provider and the HMO and reduces duplication of services.

# Mental Health and Substance Abuse Screening for Pregnant Women

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## An Overview

### Definition of the Benefit

This benefit is for pregnant women enrolled in BadgerCare Plus and Wisconsin Medicaid. All policies and procedures are the same for the Standard Plan, the Benchmark Plan, and Wisconsin Medicaid unless otherwise specified. Women enrolled in an HMO must receive the services through the HMO. These services do not require PA and are not subject to copayment under BadgerCare Plus and Wisconsin Medicaid.

The purpose of this benefit is to identify and assist pregnant women at risk for mental health or substance abuse problems during pregnancy. The benefit has two components:

- Screening for mental health (e.g., depression and/or trauma) and/or substance abuse problems.
- Brief preventive mental health counseling and/or substance abuse intervention for pregnant women identified as being at risk for experiencing mental health or substance abuse disorders.

These are preventive services available to members with a verified pregnancy. These services are not intended to treat women previously diagnosed with a mental health or substance abuse disorder or to treat women already receiving treatment through mental health, substance abuse, or prenatal care coordination services.

The mental health screening and preventive counseling are designed to prevent mental health disorders from developing or worsening in severity during the pregnancy and the postpartum period. The substance abuse screening and intervention services are designed to help women stay alcohol and drug free during the pregnancy.

Women identified through the screening process as likely to be experiencing mental health disorders and women identified as likely to be dependent on alcohol or other drugs should be referred to an appropriate certified mental health or substance abuse program.

### Mental Health and Substance Abuse Screening

Providers are required to use an in-depth evidence-based tool to identify women at risk for mental health, substance abuse, or trauma-related problems; however, there is no requirement for a specific screening tool.

Mental health screening tools available to providers include the following:

- Edinburgh Postnatal Depression Scale (EPDS). The EPDS is available in English, Spanish and Hmong at the [Perinatal Foundation/Wisconsin Association for Perinatal Care](#) Web site.
- Beck Depression Inventory-II (BDI-II). The BDI-II is available for a fee through the [Harcourt Assessment, Inc.](#), Web site.
- Center for Epidemiologic Studies Depression Scale (CES-D). The CES-D is available through the [Stanford Patient Education Research Center](#).
- The nine item depression scale of the Patient Health Questionnaire (PHQ-9). The PHQ-9 is available through the [MacArthur Initiative on Depression and Primary Care](#) Web site.

Substance abuse screening tools available to providers include the following:

- The 5-Ps Prenatal Substance Abuse Screen for Alcohol, Drugs, and Tobacco. The 5-Ps scale for pregnant women is available at the [Louisiana Department of Health and Hospitals Office for Addictive Disorders](#) Web site.
- Tolerance, Annoyance, Cut down, Eye opener (T-ACE) screen. The T-ACE screen is available through the [Project Cork](#)



Web site.

- Tolerance, Worry, Eye opener, Amnesia, Cut down (TWEAK) screen. The TWEAK screen is available through the [Project Cork](#) Web site.
- The Alcohol, Smoking, and Substance Involvement Screening Test (ASSIST). This screen is available through the [World Health Organization](#).

## Preventive Mental Health Counseling and Substance Abuse Intervention

Brief preventive mental health counseling and substance abuse intervention services are covered for pregnant women who are identified through the use of an evidence-based screening tool as being at risk for mental health or substance abuse disorders.

Providers are required to use effective strategies for the counseling and intervention services although BadgerCare Plus and Wisconsin Medicaid are not endorsing a specific approach.

Examples of effective strategies for treatment include the following:

- Screening, Brief Intervention and Referral to Treatment (SBIRT). The SBIRT protocols, designed to treat persons at risk of substance abuse problems, is available through the [U.S. Department of Health and Human Services](#).
- My Baby & Me is a program that addresses alcohol cessation in pregnant women using specific intervention and counseling strategies. For more information about the My Baby & Me program, visit the [Wisconsin Women's Health Foundation](#) Web site.

## Coverage Limitations

### Mental Health and Substance Abuse Screening

The screening (HCPCS procedure code H0002 with modifier "HE" or "HF") is limited to one unit of service per member per pregnancy. A unit of service is equivalent to the total amount of time required to administer the screening. Providers are encouraged to use more than one screening tool during the screening process when appropriate.

The screening is not considered part of the mental health and substance abuse services available under BadgerCare Plus or Wisconsin Medicaid. The screening does not require PA and is not counted towards any service limitations or PA thresholds for those services.

### Preventive Mental Health Counseling and Substance Abuse Intervention

The counseling/intervention services (HCPCS procedure code H0004 with modifier "HE" or "HF") are limited to four hours (or 16 units of service, each unit equivalent to 15 minutes) per member per pregnancy. If a member receives both preventive mental health counseling and substance abuse intervention services, the hours of both services count toward the four-hour limit. Additionally, only one hour (up to four units of service) can be billed on one DOS. The counseling and intervention services must be provided on the same DOS or on a later DOS than the screening.

These services are covered during the pregnancy and up to 60 days postpartum.

These services are not considered part of the mental health and substance abuse services available under BadgerCare Plus or Wisconsin Medicaid and are not counted towards any service limitations or PA thresholds for those services.

## Documentation Requirements

Providers are required to retain documentation that the member receiving these services was pregnant on the DOS. Providers are also required to keep a copy of the completed screening tool(s) in the member's file. If an individual other than a certified or licensed

health care professional provides services, the provider is required to retain documents concerning that individual's education, training, and supervision.

## Eligible Providers

Early detection of potential mental health, trauma, or substance abuse problems is crucial to successfully treating pregnant women. It is also important for women to obtain referrals for follow-up care. In order to accomplish these goals, BadgerCare Plus and Wisconsin Medicaid are allowing a wide range of providers to administer these services.

The screening, counseling, and intervention services must be provided by a certified or licensed health care professional or provided by an individual under the direction of a licensed health care professional. In addition to meeting the supervision requirement, individuals who are not licensed health care professionals must have appropriate training or a combination of training and work experience in order to administer any of these services.

### Providers Eligible for Reimbursement of Mental Health and Substance Abuse Screening, Preventive Mental Health Counseling, and Substance Abuse Intervention Services for Pregnant Women

The following table lists provider types eligible for reimbursement for administering mental health and substance abuse screening, preventive mental health counseling, and substance abuse intervention services for pregnant women enrolled in BadgerCare Plus and Wisconsin Medicaid.

<b>Provider Type</b>	<b>Mental Health or Substance Abuse Screening (H0002 with modifier "HE" or "HF")*</b>	<b>Mental Health Preventive Counseling (H0004 with modifier "HE")*</b>	<b>Substance Abuse Intervention (H0004 with modifier "HF")*</b>
Physicians and physician assistants	Allowed	Allowed	Allowed
Psychiatrists	Allowed	Allowed	Allowed
Psychologists (Ph.D.) in outpatient mental health or substance abuse clinics	Not allowed	Allowed	Allowed
Master's-level psychotherapists in outpatient mental health or substance abuse clinics	Not allowed	Allowed	Allowed
Master's-level psychotherapists with a substance abuse certificate in outpatient mental health or substance abuse clinics	Not allowed	Not allowed	Allowed
AODA counselors in outpatient mental health or substance abuse clinics	Not allowed	Not allowed	Allowed
Advanced practice nurse prescribers with psychiatric specialty	Allowed	Allowed	Allowed
Nurse midwives	Allowed	Not allowed	Allowed
Nurse practitioners	Allowed	Allowed	Allowed
Prenatal care coordination agencies	Allowed	Not allowed	Allowed
Crisis intervention agencies	Allowed	Allowed	Allowed
HealthCheck providers (not including Case Management Only agencies)	Allowed	Not allowed	Allowed

\* This table includes the HCPCS procedure codes and modifiers that correspond with the screening, counseling, and intervention services.

## Procedure Codes and Modifiers

The following tables list the HCPCS procedure codes and applicable modifiers that providers are required to use when submitting claims for mental health and substance abuse screening, preventive mental health counseling, and substance abuse intervention services for pregnant women enrolled in BadgerCare Plus or Wisconsin Medicaid. Not all providers may be reimbursed for a particular service.

Place of Service Codes (Submitted on the 1500 Health Care Claim Form)	
03	School
11	Office
12	Home
21*	Inpatient Hospital
22	Outpatient Hospital
23	Emergency Room / Hospital
99	Other Place of Service

Mental Health and Substance Abuse Screening and Preventive Counseling/Intervention Services for Pregnant Women					
Procedure Code	Description	Required Modifier	Limitations	Allowable ICD-9-CM** Diagnosis	Allowable Place of Service
H0002 Mental Health and Substance Abuse Screening	Behavioral health screening to determine eligibility for admission to treatment program (Unit equals one, regardless of time)	HE (Mental health program) or HF (Substance abuse program)	Limited to one unit per member per pregnancy.	V28.9 (Unspecified antenatal screening)	03, 11, 12, 21*, 22, 23, 99
H0004 Preventive Mental Health Counseling and Substance Abuse Intervention	Behavioral health counseling and therapy, per 15 minutes (Unit equals 15 minutes)	Required HE (Mental health program) HF (Substance abuse program)	Limited to 16 units per member per pregnancy.  Only four units of service are allowed per date of service (DOS).  A screening (H0002 with modifier "HE" or "HF") must be administered on or before the DOS for this procedure.	V65.4 (Other counseling, not otherwise specified)	03, 11, 12, 21*, 22, 23, 99

\* Place of service code "21" is not allowed for substance abuse counselors and Master's-level mental health providers.

\*\* *International Classification of Diseases, Ninth Revision, Clinical Modification.*

## Noncovered Services

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### Core Plan Noncovered Services

The following services are not covered under the BadgerCare Plus Core Plan:

- Case management.
- Enteral nutrition products.
- Hearing services, including hearing instruments, cochlear implants, bone-anchored hearing devices, hearing aid batteries, and repairs.
- Home care services (home health, personal care, PDN).
- Inpatient mental health and substance abuse treatment services.
- Non-emergency transportation (i.e., common carrier, SMV).
- Nursing home.
- PNCC.
- Routine vision services (CPT codes 92002-92015); vision materials such as glasses, contact lenses, and ocular prosthetics; repairs to vision materials; and services related to the fitting of contact lenses and spectacles.
- SBS.

Services that exceed a service limitation established under the BadgerCare Plus Core Plan are considered noncovered. Providers are required to follow certain procedures for billing members who receive these services.

### Billing Members for Noncovered Services

Services rendered during a noncovered home health visit will not be reimbursed by ForwardHealth. Providers are encouraged to inform the member when he or she has reached a service limitation. If a member requests a service that exceeds the limitation, the member is responsible for payment. Providers should make payment arrangements with the member in advance. Providers may bill members up to their usual and customary charges for noncovered services.

### Definition of Noncovered Services

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

### 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 does not allow state Medicaid programs to permit providers to collect payment from a member, or authorized person acting on behalf of the member, for a missed appointment.

## Avoiding Missed Appointments

ForwardHealth offers the following suggestions to help avoid missed appointments:

- Remind members of upcoming appointments (by telephone or postcard) prior to scheduled appointments.
- Encourage the member to call his or her local county or tribal agency if transportation is needed.
- 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

## Transportation to Medical Appointments

Although transportation is not a covered service for PNCC providers, providers often assist members with making transportation arrangements.

Three types of transportation may be possible for eligible members to and from covered services:

- Common carrier vehicles (covered for BadgerCare Plus Standard Plan and Medicaid members).
- SMVs (covered for Standard Plan and Medicaid members).
- Ambulances (covered for Standard Plan, Benchmark Plan, and Medicaid members).

All providers may be asked to verify that the member received covered services at their site on a particular date.

## Common Carrier Vehicles

A common carrier is any mode of transportation (e.g., taxi, bus, car, or van) other than an ambulance or SMV approved by the local county or tribal agencies to a covered service.

## Common Carrier Transportation for Fee-for-Service Members

If the local county or tribal agency authorizes common carrier transportation, it will either arrange for transportation or reimburse members for a portion of travel costs to and from covered services. Members are required to contact their local county or tribal agency *before* the trip.

PNCC providers who assist members with transportation arrangements are encouraged to find the least expensive, but most appropriate, means of transportation. The local county or tribal agency has the right to pick the least expensive transportation and

may choose to cover the transportation to the closest medical provider who can provide the service. The member may be authorized to use his or her car, or a friend's car, and be reimbursed for mileage. Providers should refer members to their local county or tribal agency for additional information.

There is no member copayment for this mode of transportation.

### **Common Carrier Transportation for Some Medicaid HMO Enrollees**

All Medicaid HMOs in Milwaukee County have contracts to provide common carrier transportation for their enrollees. Transportation through the HMO is also limited to a trip to and from a covered services. A few other counties also subcontract with some Medicaid HMOs for common carrier transportation services.

If a member enrolled in an HMO is in a county other than Milwaukee County, refer her to the local county or tribal agency. The local county or tribal agency authorizes transportation for HMO enrollees the same as for fee-for-service members, as described earlier.

### **Specialized Medical Vehicles**

Transportation by common carrier meets the needs of most members. However, ForwardHealth covers transportation by an SMV if the member meets all of the following criteria:

- The member is legally blind, or indefinitely or temporarily disabled.
- The member cannot use any other means of transportation, as documented in writing by a physician.

If the member does not have a documented disability, refer her to the local county or tribal agency for transportation by common carrier.

Transportation by an SMV is available only for trips to and from a covered service. Providers should refuse to sign the certification form if they believe the member is not qualified for SMV transportation or if the member has not been sufficiently evaluated to determine the need for SMV transportation.

Members may call [Member Services](#) for a list of Medicaid-certified SMV providers in their area or for additional information.

Members enrolled in a Medicaid HMO should contact the HMO directly.

There is a \$1 member copayment per one-way trip.

### **Ambulance Transportation**

Ambulance transportation is covered only when the member cannot be transported by any other means to emergency medical care as a result of illness or accident. In non-emergency situations, ambulance transportation is covered when the member's medical condition prevents transportation to covered services by any other means. A physician's prescription, indicating that an ambulance transfer is necessary, is required prior to the trip.

There is a \$2 copayment for non-emergency ambulance service for members of the Standard Plan and Medicaid.

There is a \$50 copayment per ambulance trip for [Benchmark Plan members](#).

### **Reimbursement**

Ambulance and SMV transportation for HMO members is included in the Medicaid HMO contracts. For fee-for-service members, Medicaid reimburses ambulance and SMV providers directly for their services.

# Screening, Brief Intervention, and Referral to Treatment Benefit

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## An Overview

### Definition

The SBIRT benefit is covered for members enrolled in the BadgerCare Plus Standard Plan, the BadgerCare Plus Benchmark Plan, the BadgerCare Plus Core Plan, and Wisconsin Medicaid. Members enrolled in an HMO must receive the services through the HMO. This benefit applies to members who are 10 years of age or older on the DOS. These services do not require PA and are not subject to copayment.

The purpose of the SBIRT benefit is to identify and assist members at risk for substance abuse problems. The benefit has two components:

- Screening for substance abuse problems.
- Brief preventive substance abuse intervention for members identified as being at risk for having a substance abuse disorders.

The substance abuse screening and intervention services are designed to prevent members from developing a substance abuse disorder. These services are not intended to address tobacco abuse. These services are not intended to treat members diagnosed with a substance abuse disorder or to treat members already receiving substance abuse treatment services. Members identified through the screening and intervention process as needing more extensive or specialized treatment should be referred to an appropriate substance abuse program. A physician's prescription is not required for SBIRT services.

To be reimbursable, SBIRT services must be provided on a face-to-face basis (either in person or via simultaneous audio and video transmission). Telephone and internet-based communication with members are not covered.

Members who are pregnant are eligible for substance abuse screening and intervention services through a [separate benefit designed specifically for pregnant women](#). ForwardHealth will not cover both benefits during the member's pregnancy. Providers are required to use either the benefit for pregnant women or the SBIRT benefit for the substance abuse screening and intervention services.

### Substance Abuse Screening

Substance abuse screening is a method for identifying people who use alcohol or drugs in a way that puts them at risk for problems or injuries related to their substance use. Wisconsin Medicaid and BadgerCare Plus cover substance abuse screening in a wide variety of settings to increase the chance of identifying people at risk. Screening is also a part of primary prevention aimed at educating members about the health effects of using alcohol and other drugs.

Providers are required to use an evidence-based screening tool to identify members at risk for substance abuse problems. A few brief questions on substance use may be asked to identify those individuals likely to need a more in-depth screening. Those brief screening questions, however, do not meet the criteria for reimbursement for this benefit. The screening tool must demonstrate sufficient evidence that it is valid and reliable to identify individuals at risk for a substance abuse disorder and provide enough information to tailor an appropriate intervention to the identified level of substance use. The areas that must be covered include:

- The quantity and frequency of substance use.
- Problems related to substance use.
- Dependence symptoms.
- Injection drug use.

The screening tool should be simple enough to be administered by a wide range of health care professionals. It should also focus on

the frequency and the quantity of substance use over a particular time frame (generally 1 to 12 months).

Below is a listing of evidence-based substance abuse screening tools that meet the criteria for reimbursement for this benefit. Providers may choose tools that are not included on the list as long as they meet the criteria above. In addition, providers must obtain prior approval from the DHS before using a tool that is not listed below. Contact the DHS at [DHSSBIRT@wisconsin.gov](mailto:DHSSBIRT@wisconsin.gov) for additional information. The approved tools include the following:

- The Alcohol Use Disorders Inventory Test (AUDIT). This screen is a reliable tool for use to determine the level of alcohol use. The AUDIT screen is available through the [World Health Organization Web site](#).
- The Drug Abuse Screening Test (DAST). This screening tool is a reliable tool to use to determine the level of drug use. The DAST screen is available through the [Dr. Alan Tepp, Ph. D., Web site](#).
- The Alcohol, Smoking, and Substance Involvement Screening Test (ASSIST). This screen is available through the [World Health Organization Web site](#).
- The CRAFFT screening tool developed by John Knight at the Center for Adolescent Substance Abuse Research (CeASAR). The CRAFFT screening tool is available through the [CeASAR Web site](#). This screen is valid for use with children and adolescents.
- The Problem Oriented Screening Instrument for Teenagers (POSIT). This screen is valid for use in adolescents in a medical setting. A POSIT PC tool is available through the [Power Train, Inc. Web site](#).

Providers may use more than one screening tool during the screening process when appropriate; however, there is no additional reimbursement for using more than one screening tool.

## Substance Abuse Intervention

Brief substance abuse intervention services are covered for members who are identified through the use of an evidence-based screening tool as being at risk for substance abuse disorder(s). The purpose of the intervention is to motivate the member to decrease or abstain from alcohol consumption and/or drug use. Brief intervention may be a single session or multiple sessions using a motivational discussion that focuses on increasing insight and awareness regarding substance use and increasing motivation toward behavioral change. Brief intervention can also be used for those in need of more extensive levels of care, as a method of increasing motivation and acceptance of a referral to specialty substance abuse treatment.

Wisconsin Medicaid and BadgerCare Plus cover brief intervention services provided during the same visit as the screening or during a separate visit. The brief intervention is not covered for members who have not had a substance abuse screen.

Providers are required to use effective strategies for the counseling and intervention services although BadgerCare Plus and Wisconsin Medicaid are not endorsing a specific approach.

Examples of effective strategies for the intervention services include the following:

- The SBIRT protocols. The SBIRT protocols are available through the [U.S. Department of Health and Human services](#).
- "Helping Patients Who Drink Too Much," A Clinician's Guide, Updated 2005 Edition, available through the [U.S. Department of Health and Human Services](#).

## Coverage Limitations

### Substance Abuse Screening

For members enrolled in Medicaid or BadgerCare Plus Standard Plan, the screening is limited to one unit of service per rolling 12 months. For members enrolled in BadgerCare Plus Benchmark Plan and BadgerCare Plus Core Plan, the screening is limited to one unit of service per enrollment year. A unit of service is equivalent to the total amount of time required to administer the screening.

The Benchmark Plan enrollment year is defined as the continuous 12-month period beginning the first day of the calendar month in



which a member is enrolled in the Benchmark Plan and ending on the last day of the 12th calendar month.

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

The screening is not considered part of the mental health and substance abuse services available under BadgerCare Plus or Wisconsin Medicaid. The screening is not counted towards any service limitations or PA thresholds for those services.

## Substance Abuse Intervention

For members enrolled in Medicaid and Standard Plan, the intervention services are limited to four hours per rolling 12 months. For members enrolled in Benchmark Plan and Core Plan, the intervention services are limited to four hours per enrollment year. A unit of service is 15 minutes, so the four hour limit is equal to 16 units of service.

Only one hour (up to four units of service) can be billed on one DOS. The intervention services may be provided on the same DOS or on a later DOS than the screening.

The intervention services are not considered part of the mental health and substance abuse services available under BadgerCare Plus or Wisconsin Medicaid and are not counted towards any service limitations or PA thresholds for those services.

## Documentation Requirements

In addition to documenting the service provided, providers are required to keep a copy of the completed screening tool(s) in the member's medical record. Providers using electronic medical records should make a note of which screening tool was used if they do not have an electronic version of the tool, and note the member's responses to the screening questions. Providers are also required to retain documents concerning the provider's education, training, and supervision.

Refer to the Documentation chapter of the Certification and Ongoing Responsibilities section of the appropriate Online Handbook for more information about additional documentation requirements.

## Eligible Providers

Early detection of substance abuse problems is crucial to successfully treating members. It is also important for members to obtain referrals for follow-up care when appropriate. In order to accomplish these goals, BadgerCare Plus and Wisconsin Medicaid are allowing a wide range of Medicaid-certified providers to administer the SBIRT services.

The following table lists providers eligible to receive reimbursement for the screening and the substance abuse intervention services.

<b>Provider Type</b>	<b>Eligible for Reimbursement of Services Provided Under the SBIRT benefit?</b>
Advanced practice nurse prescribers with psychiatric specialty	Allowed
Crisis intervention providers	Allowed
HealthCheck providers	Allowed
Master's-level psychotherapists in outpatient mental health or substance abuse clinics	Allowed when provided in conjunction with a primary care, hospital, and/or emergency room visit
Nurse practitioners	Allowed
Physicians	Allowed
Physicians assistants	Allowed

Prenatal care coordination providers	Allowed
Psychiatrists	Allowed
Psychologists in outpatient mental health or substance abuse clinics	Allowed when provided in conjunction with a primary care, hospital, and/or emergency room visit
Substance abuse counselors in outpatient mental health or substance abuse clinics	Allowed when provided in conjunction with a primary care, hospital, and/or emergency room visit

Providers are required to retain documents showing that staff providing substance abuse screening and intervention services meet the training, education, and supervision requirements.

## Requirements for Licensed Individuals

Licensed health care professionals must complete the DHS-approved training to directly deliver the screening and intervention services. Training for licensed professionals must extend at least 4 hours and may be conducted in person or via the internet. The DHS may exempt licensed professionals with expertise in the field of substance abuse screening and motivational enhancement or motivational interviewing on a case by case basis.

Providers should contact the DHS at [DHSSBIRT@wisconsin.gov](mailto:DHSSBIRT@wisconsin.gov) for more information about the required training or to find out if they can be exempted from the training requirements.

## Requirements for Unlicensed Individuals

Unlicensed individuals may provide screening or brief intervention services if they meet all of the following criteria:

- Successfully complete at least 60 hours of training related to providing screening and brief intervention for alcohol and substance abuse (other than tobacco). This training includes the DHS-approved training to deliver the screening and intervention services. At least 30 hours of training must be conducted in person.
- Provide the screening and intervention services under the supervision of a licensed health care professional.
- Follow written or electronic protocols for evidence-based practice during the delivery of screening and intervention services. Protocols must be consistently followed, so the licensed health care professional must ensure that quality assurance procedures are in place for the written or electronic protocols.

## Procedure Codes and Diagnosis Codes

The following tables list the HCPCS procedure codes and applicable diagnosis codes that providers are required to use when submitting claims for substance abuse screening and substance abuse intervention services under the SBIRT benefit.

Place of Service Codes (Submitted on the 1500 Health Insurance Claim Form)	
03	School
11	Office
12	Home
21	Inpatient Hospital
22	Outpatient Hospital
23	Emergency Room — Hospital
99	Other Place of Service

### Substance Abuse Screening and Intervention Services

<b>Procedure Code</b>	<b>Description</b>	<b>Limitations (Medicaid and BadgerCare Plus Standard Plan)</b>	<b>Limitations (BadgerCare Plus Benchmark Plan and BadgerCare Plus Core Plan)</b>	<b>Allowable Place of Service</b>	<b>Allowable Diagnosis Code</b>
H0049	Alcohol and/or drug screening	Limited to one unit per member, per rolling 12 months.	Limited to one unit per member, per enrollment year.	03, 11, 12, 21, 22, 23, 99	V82.9
H0050	Alcohol and/or drug service, brief intervention, per 15 minutes	Limited to 16 units per member, per rolling 12 months.	Limited to 16 units per member, per enrollment year.	03, 11, 12, 21, 22, 23, 99	V65.42

# Member Information

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Archive Date:05/03/2010

## Member Information: Enrollment Categories

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### BadgerCare Expansion for Certain Pregnant Women

As a result of 2005 Wisconsin Act 25, the 2005-07 biennial budget, BadgerCare has expanded coverage to the following individuals:

- Pregnant non-U.S. citizens who are not qualified aliens but meet other eligibility criteria for BadgerCare.
- Pregnant individuals detained by legal process who meet other eligibility criteria for BadgerCare.

The BadgerCare Expansion for Certain Pregnant Women is designed to provide better birth outcomes.

Women are eligible for all covered services from the first of the month in which their pregnancy is verified or the first of the month in which the application for BadgerCare Plus is filed, whichever is later. Members are enrolled through the last day of the month in which they deliver or the pregnancy ends. Postpartum care is reimbursable *only* if provided as part of global obstetric care. Even though enrollment is based on pregnancy, these women are eligible for *all* covered services. (They are not limited to pregnancy-related services.)

These women are not presumptively eligible. Providers should refer them to the appropriate county/tribal social or human services agency where they can apply for this coverage.

#### Fee-for-Service

Pregnant non-U.S. citizens who are not qualified aliens and pregnant individuals detained by legal process receive care only on a fee-for-service basis. Providers are required to follow all program requirements (e.g., claims submission procedures, PA requirements) when providing services to these women.

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

When BadgerCare Plus enrollment ends for pregnant non-U.S. citizens who are not qualified aliens, they receive coverage for emergency services. These women receive emergency coverage for 60 days after the pregnancy ends; this coverage continues through the end of the month in which the 60th day falls (e.g., a woman who delivers on June 20, 2006, would be enrolled through the end of August 2006).

### BadgerCare Plus Core Plan

The BadgerCare Plus Core Plan covers basic health care services including primary care, preventive care, certain generic and OTC drugs, and a limited number of brand name drugs.

#### Core Plan Implementation

In the first phase of Core Plan implementation, individuals enrolled in the Milwaukee GAMP and certain other counties' GA medical programs were automatically transitioned into the Core Plan effective January 1, 2009. Services were covered under fee-for-service. Effective April 1, 2009, members transitioned from GAMP began their enrollment process in one of the state-contracted HMOs that serve Wisconsin's Medicaid and BadgerCare Plus population.

In the second phase of implementation, BadgerCare Plus began accepting applications from the general public for enrollment in the Core Plan as of June 15, 2009. The second phase opens enrollment to certain low-income adults with no dependent children. The earliest date of coverage and benefits is July 15, 2009. Services will be covered under fee-for-service until members are enrolled in

an HMO. All new Core Plan members will be required to enroll in an HMO under the following circumstances: there are two or more HMOs in the member's area, or there is one HMO in the member's area and the member resides in a designated rural county where federal requirements allow mandatory HMO enrollment. New Core Plan members will receive HMO enrollment materials in the mail to select an HMO. The earliest date of HMO enrollment for new Core Plan members will be October 1, 2009.

## Applicant Enrollment Requirements

An applicant must meet the following enrollment requirements in order to qualify for the Core Plan:

- Is a Wisconsin resident.
- Is a United States citizen or legal immigrant.
- Is between the ages of 19 and 64.
- Does not have any children under age 19 under his or her care.
- Is not pregnant.
- Is not eligible for or enrolled in Medicaid, the BadgerCare Plus Standard Plan, or the BadgerCare Plus Benchmark Plan. This would not include benefits provided under the FPW or those benefits provided to individuals who qualify for TB-Only.
- Is not eligible for or enrolled in Medicare.
- Has a monthly gross income that does not exceed 200 percent of the FPL.
- Is not covered by health insurance currently or in the previous 12 months.
- Has not had access to employer-sponsored insurance in the previous 12 months and does not have access to employer-subsidized insurance during the month of application or any of the three months following application.

## Application Process for New Members

The Core Plan application process will be streamlined and user-friendly. Individuals who wish to enroll may apply for the Core Plan [using the Access tool online](#) or via the ESC toll-free telephone number, (800) 291-2002. A pre-screening tool will help determine which individuals may be eligible to enroll in the Core Plan. Applications for Core Plan members will be processed centrally by the ESC, not by county agencies.

To complete the application process, applicants must meet the following requirements:

- Complete a Health Survey.
- Pay a non-refundable, annual processing fee of \$60.00 per individual or per couple for married couples. The fee will be waived for homeless individuals. There are no monthly premiums.

Medicaid-certified providers cannot pay the \$60.00 application processing fee on behalf of Core Plan applicants. An offer by a Medicaid-certified provider to pay a fee on behalf of a prospective Medicaid member may violate federal laws against kickbacks. These laws are federal criminal statutes that are interpreted and enforced by federal agencies such as the United States DOJ and the Department of HHS's OIG.

## Conditions That End Member Enrollment in the Core Plan

A member's enrollment will end if the member:

- Becomes eligible for Medicare, Medicaid, the Standard Plan, or the Benchmark Plan.
- Becomes incarcerated or institutionalized in an IMD.
- Becomes pregnant.
- No longer resides in the state of Wisconsin.
- Obtains health insurance coverage.
- Turns 65 years of age.

Providers are reminded that the Core Plan does not cover obstetrical services, including the delivery of a child or children. A Core

Plan member who becomes pregnant should be referred to the ESC at (800) 291-2002 for more information about enrollment in the Standard Plan or the Benchmark Plan.

## **Enrollment Certification Period for Core Plan Members**

Once determined eligible for enrollment in the Core Plan, a member's enrollment will begin either on the first or 15th of the month, whichever is first, and will continue through the end of the 12th month. For example, if the individual submits all of his or her application materials, including the application fee, by September 17, 2009, and the DHS reviews the application and approves it on October 6, 2009, the individual is eligible for enrollment beginning on October 15, 2009, the next possible date of enrollment. The enrollment certification period will continue through October 31, 2010.

The enrollment certification period for individuals who qualify for the Core Plan is 12 months, regardless of income changes.

## **Core Plan Members Enrolled in Wisconsin Chronic Disease Program**

For Core Plan members who are also enrolled in WCDP, providers should submit claims for all covered services to the Core Plan first and then to WCDP. For pharmacy services, if both programs deny the pharmacy claim, providers should submit claims to BadgerRx Gold.

## **Core Plan Members with HIRSP Coverage**

Core Plan members may also be enrolled in HIRSP as long as the member meets the eligibility requirements for both the Core Plan and HIRSP. For Core Plan members who are also enrolled in HIRSP, providers should submit claims for all Core Plan covered services to the Core Plan. For services not covered by the Core Plan, providers should submit claims to HIRSP. HIRSP is always the payer of last resort.

*Note:* HIRSP will only cover noncovered Core Plan services if the services are covered under the HIRSP benefit.

## **BadgerCare Plus Standard Plan and Benchmark Plan**

BadgerCare Plus is a state-sponsored health care program that expands coverage of Wisconsin residents and ensures that all children in Wisconsin have access to affordable health care.

The key initiatives of BadgerCare Plus are:

- To ensure that all Wisconsin children have access to affordable health care.
- To ensure that 98 percent of Wisconsin residents have access to affordable health care.
- To streamline program administration and enrollment rules.
- To expand coverage and provide enhanced benefits for pregnant women.
- To promote prevention and healthy behaviors.

BadgerCare Plus expands enrollment in state-sponsored health care to the following:

- All uninsured children.
- More pregnant women.
- More parents and caretaker relatives.
- Parents with children in foster care who are working to reunify their families.
- Young adults exiting out-of-home care, such as foster care, because they have turned 18 years of age.
- Certain farmers and other self-employed parents and caretaker relatives.

Where available, BadgerCare Plus members will be 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.

## Benefit Plans Under BadgerCare Plus

BadgerCare Plus is comprised of three benefit plans, the BadgerCare Plus Standard Plan, the BadgerCare Plus Benchmark Plan, and the BadgerCare Plus Core Plan.

### BadgerCare Plus Standard Plan

The Standard Plan covers children, parents and caretaker relatives, young adults aging out of foster care, and pregnant women with incomes at or below 200 percent of the FPL. The services covered under the Standard Plan are the same as the Wisconsin Medicaid program.

### BadgerCare Plus Benchmark Plan

The Benchmark Plan was adapted from Wisconsin's largest commercial, low-cost health care plan. The Benchmark Plan is for children and pregnant women with incomes above 200 percent of the FPL and certain self-employed parents, such as farmers with incomes above 200 percent of the FPL. The services covered under the Benchmark Plan are more limited than those covered under the Wisconsin Medicaid program.

### BadgerCare Plus Core Plan

The Core Plan provides adults who were previously not eligible to enroll in state and federal health care programs with access to basic health care services including primary care, preventive care, certain generic and OTC drugs, and a limited number of brand name drugs.

## Express Enrollment for Children and Pregnant Women

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

To determine enrollment for EE for Pregnant Women, providers should use the income limits for 200 percent and 300 percent of the [FPL](#).

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

### Fee-for-Service

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

## Family Planning Waiver

The FPW is a limited benefit program that provides routine contraceptive-related services to low-income women age 15 through 44 who are otherwise not eligible for Wisconsin Medicaid or BadgerCare Plus. Members receiving FPW services must be receiving routine contraceptive-related services.



The goal of the FPW is to provide women with information and services to assist them in preventing pregnancy, making BadgerCare Plus enrollment due to pregnancy less likely. Providers should explain the purpose of the FPW to women and encourage them to contact their local county or tribal agency to determine their enrollment options if they are not interested in receiving, or do not wish to receive, contraceptive services.

Members enrolled in the FPW receive routine services to prevent or delay pregnancy. In addition, FPW members may receive certain reproductive health services if the services are determined medically necessary during contraceptive-related FPW services. Only services *clearly* related to contraceptive management are covered under the FPW.

Providers should inform women about other service options and provide referrals for care not covered by the FPW.

FPW members are not eligible for other services that are covered under full-benefit Medicaid and BadgerCare Plus (e.g., PT services, dental services). Even if a medical condition is discovered during a contraceptive-related FPW service, treatment for the condition is not covered under the FPW unless the treatment is identified in the list of [allowable procedure codes](#) for FPW services. They are also not eligible for other family planning services that are covered under full-benefit Wisconsin Medicaid and BadgerCare Plus (e.g., mammograms and hysterectomies). If a medical condition, other than an STD, is discovered during contraceptive-related services, treatment for the medical condition is not covered under the FPW.

Colposcopies and treatment for STDs are only covered through the FPW if they are determined medically necessary during routine contraceptive-related services. A colposcopy is a covered service when an abnormal result is received from a pap test, prior to the colposcopy, while the member is in the FPW program and receiving contraceptive-related services.

FPW members diagnosed with cervical cancer, precancerous conditions of the cervix, or breast cancer may be eligible for Wisconsin Well Woman Medicaid. Providers should assist eligible members with the enrollment process for Well Woman Medicaid.

Providers should inform women about other service options and provide referrals for care not covered by FPW.

## Temporary Enrollment for the Family Planning Waiver

Women whose providers are submitting an initial FPW application on their behalf and who meet the enrollment criteria may receive routine contraceptive-related services immediately through TE for the FPW for up to three months. Services covered under the TE for the FPW are the same as those covered under the FPW and must be clearly related to routine contraceptive management.

To determine enrollment for the FPW, providers should use the income limit for 200 percent of the [FPL](#).

TE for the FPW providers may issue white paper TE for BadgerCare Plus FPW Plan temporary identification cards for women to use until they receive a ForwardHealth identification card. Providers should remind women that the benefit is temporary, despite their receiving a ForwardHealth card.

## ForwardHealth and ForwardHealth interChange

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

- BadgerCare Plus.
- BadgerCare Plus and Medicaid managed care programs.
- SeniorCare.
- WCDP.
- WIR.
- Wisconsin Medicaid.
- Wisconsin Well Woman Medicaid.

- WWWP.

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

## 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, MA, Title XIX, or T19.

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

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

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

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

- Katie Beckett.
- Medicaid Purchase Plan.
- [Subsidized adoption](#) and foster care programs.
- SSI.
- WWWP.

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

- Local county or tribal agencies.
- Medicaid outstation sites.
- SSA 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.

## Wisconsin Well Woman Medicaid

Wisconsin Well Woman Medicaid provides full Medicaid benefits to underinsured or uninsured women ages 35 to 64 who have been screened and diagnosed by WWWP or the FPW, meet all other enrollment requirements, and are in need of treatment for any of the following:

- Breast cancer.
- Cervical cancer.

- Precancerous conditions of the cervix.

Services provided to women who are enrolled in Well Woman Medicaid are reimbursed through Medicaid fee-for-service.

## **Members Enrolled into Wisconsin Well Woman Medicaid from Benchmark Plan or Core Plan**

Women diagnosed with breast cancer or cervical cancer while enrolled in the BadgerCare Plus Benchmark Plan or BadgerCare Plus Core Plan for Adults with No Dependent Children are eligible to be enrolled in Wisconsin Well Woman Medicaid. Wisconsin Well Woman Medicaid covers the same services as Wisconsin Medicaid and enables members to receive comprehensive treatment, including services not related to their diagnosis.

Women who are diagnosed with breast cancer, cervical cancer, or a precancerous condition of the cervix must have the diagnosis of their condition confirmed by one of the following Medicaid-certified providers:

- Nurse practitioners, for cervical conditions only.
- Osteopaths.
- Physicians.

Women with Medicare or other insurance that covers treatment for her cancer are not allowed to be enrolled into WWWMA.

### **Covered and Noncovered Services**

Wisconsin Well Woman Medicaid covers the same services as Wisconsin Medicaid regardless of whether the service is related to her cancer treatment.

### **Reimbursement**

Providers will be reimbursed for services provided to members enrolled in WWWMA at the Wisconsin Medicaid rate of reimbursement for covered services. Providers are required to reimburse members for any copayments members paid on or after the date of diagnosis while still enrolled in the Benchmark Plan or the Core Plan.

### **Copayments**

There are no copayments for any Medicaid covered service for WWWMA members who have been enrolled into WWWMA from the Benchmark or the Core Plan.

## Enrollment Responsibilities

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### General Information

Members have certain responsibilities per [DHS 104.02](#), Wis. Admin. Code, and the [Medicaid Enrollment and Benefits](#) booklet or the [BadgerCare Plus Enrollment and Benefits](#) booklet.

### 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 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](#) or the ForwardHealth Portal prior to providing each service, even if an approved PA request is obtained for the service.

### 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.

### Members Should Present Card

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

*Note:* Due to the nature of their specialty, certain providers — such as anesthesiologists, radiologists, DME 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.

### Prior Identification of Enrollment

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

## 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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### Appealing Enrollment Determinations

Applicants and members have the right to appeal certain decisions relating to BadgerCare Plus or Medicaid enrollment. An applicant, a member, or authorized person acting on behalf of the applicant or member, or former member may file the appeal with the DHA.

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

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

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

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

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

### Claims for Appeal Reversals

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

ForwardHealth  
Specialized Research  
Ste 50  
6406 Bridge Rd  
Madison WI 53784-0050

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

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

### Freedom of Choice

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

For members, participation in the PNCC program is voluntary. The member voluntarily participates in the program by maintaining

contact with and receiving services from the care coordination provider. The care coordination provider may not "lock-in" recipients or deny the member's freedom to choose providers. Members may participate, to the full extent of their ability, in all decisions regarding appropriate services and providers.

## General Information

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

## Notification of Discontinued Benefits

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

## 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.

## 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 members.

## Identification Cards

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### ForwardHealth Core Plan Identification Cards

Members enrolled in the BadgerCare Plus Core Plan will receive a [ForwardHealth Core Plan card](#). All identification cards include the member's name and 10-digit member identification number. The identification cards may be used to verify a member's enrollment, but possession of an identification card does not guarantee enrollment. It is possible that a member will present a card when he or she is not enrolled; therefore, it is essential that providers verify enrollment before providing services.

Core Plan members should call the ESC with questions about enrollment criteria, HMO enrollment, and covered services. The ForwardHealth Core Plan cards include the Enrollment Services Center telephone number, (800) 291-2002, on the back.

Providers should always check enrollment for a member who presents a ForwardHealth card to verify if the member is enrolled in the Core Plan or in one of the other ForwardHealth programs. Members who present a ForwardHealth card or a ForwardHealth Core Plan card may have been enrolled in a different plan since the card was issued. Providers should be careful to verify the plan in which the member is enrolled and know which services are covered under that plan.

### 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.

### Identification Number Changes

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

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

### Member Name Changes



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

## Deactivated Cards

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

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

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

## Defective Cards

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

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

## Lost Cards

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

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

## Managed Care Organization Enrollment Changes

Members do not receive a new ForwardHealth card if they are enrolled in a state-contracted MCO 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.

## Temporary Enrollment for BadgerCare Plus Family Planning Waiver Plan Temporary Cards

Qualified providers may issue white paper TE for BadgerCare Plus FPW Plan identification cards for women to use temporarily until they receive a ForwardHealth identification card. The identification card is included with the TE for BadgerCare Plus FPW Plan Application.

The TE for the FPW identification cards have the following message printed on them: "BadgerCare Plus Temporary Identification Card for Temporary Enrollment for the Family Planning Waiver Plan." Providers should accept the white TE for the FPW identification cards as proof of enrollment for the dates provided on the cards and are encouraged to keep a photocopy of the card.

## Temporary Express Enrollment Cards

There are two types of temporary EE identification cards. One is issued for pregnant women and the other for children that are enrolled in BadgerCare Plus through EE. The EE cards are valid for 14 days. [Samples](#) of temporary EE cards for children and pregnant women are available.

Providers may assist pregnant women with filling out an application for temporary ambulatory prenatal care benefits (formerly known as PE) through the online EE process. EE identification cards are included on the bottom portion of the enrollment notice that is printed out and provided to the member after the online enrollment process is completed.

The paper application may also be used to apply for temporary ambulatory prenatal benefits for pregnant women. The beige paper identification card is attached to the last page of the application and provided to the woman after she completes the enrollment process. A [sample](#) of an EE temporary card from the back of the EE application is available.

The online EE process is also available for adults to apply for full BadgerCare Plus benefits for children. EE identification cards are included on the bottom portion of the enrollment notice that is printed out and provided to the member after the online enrollment process is completed. This temporary identification card is different, since providers may see more than one child listed if multiple children in one household are enrolled through EE. However; each child will receive his or her own ForwardHealth card after the application is submitted.

Each member who is enrolled through EE will receive a ForwardHealth card usually within three business days after the EE application is submitted and approved. To ensure children and pregnant women receive needed services in a timely manner, providers should accept the printed paper EE cards for children and either the printed paper EE card or the beige identification cards for pregnant women as proof of enrollment for the dates provided on the cards. Providers may use Wisconsin's EVS to verify enrollment for DOS after those printed on the card. Providers are encouraged to keep a photocopy of the card.

Information is available for [DOS before April 1, 2009](#).

## Temporary ForwardHealth Identification Cards

All Medicaid certifying agencies have the authority to issue [green paper temporary identification cards](#) to applicants who meet enrollment requirements. Temporary cards are usually issued only when an applicant is in need of medical services prior to receiving the ForwardHealth card. Providers should accept temporary cards as proof of enrollment. Eligible applicants may receive covered services for the dates shown on the card.

Providers are encouraged to keep a photocopy of the temporary card and should delay submitting claims for one week from the enrollment start date until the enrollment information is transmitted to ForwardHealth.

ForwardHealth accepts properly completed and submitted claims for covered services provided to applicants possessing a temporary card as long as the DOS is within the dates shown on the card.

If a claim is denied with an enrollment-related explanation, even though the provider verified the member's enrollment before providing the service, a [good faith claim](#) may be submitted.

## Types of Identification Cards

ForwardHealth members receive an identification card upon initial eligibility determination. Identification cards may be in any of the following formats:

- White plastic ForwardHealth cards.
- White plastic ForwardHealth Core Plan cards.
- Green paper temporary cards.
- Paper printout temporary card for EE for children.
- Paper printout temporary card for EE for pregnant women.

- Beige paper temporary card for EE for pregnant women.
- White paper TE for the FPW cards.

## Misuse and Abuse of Benefits

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### Examples of Member Abuse or Misuse

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

### Member Lock-In Program

If ForwardHealth determines that a member is abusing BadgerCare Plus or Medicaid services, the member may be required to designate a health care provider under the Member Lock-In Program. (A member has the right to appeal this action.) Members are required to designate, in any or all categories of health care, a Medicaid-certified provider of their choice. If a member fails to choose a provider, ForwardHealth may designate one based on claims data.

ForwardHealth notifies the member's chosen health care provider by letter. Another letter is also sent to the member. The provider has the option to decline to act as the selected health care provider for the member.

A member in the Lock-In Program who has already designated a provider can only receive the locked-in services from his or her designated provider. A provider who is *not* the designated provider of a Lock-In Program member for the locked-in services should not perform services for that member unless a referral is in place from the Lock-In provider.

Claims for restricted, nonemergency services performed by a provider who is not the designated provider are reviewed by ForwardHealth and may be denied.

Providers may obtain Lock-In information by using any of the enrollment verification methods. To obtain the name of the designated Lock-In provider, call [Provider Services](#).

### Providers May Make Referrals

The designated Lock-In provider may make referrals to other providers of medical services. ForwardHealth supplies Lock-In Program providers with referral forms that should be used when it is necessary to refer the member to another provider.

Reimbursement is made if the referral can be documented as medically necessary and the services are covered.

Providers may receive reimbursement for emergency services given without a referral to a locked-in member if the claim is accompanied by a full explanation of the emergency circumstances.

The designated provider is required to maintain all appropriate documentation in the member's medical records.

### Notifying ForwardHealth

Providers are required to notify ForwardHealth if they have reason to believe that a person is misusing or abusing BadgerCare Plus or Medicaid benefits or the ForwardHealth identification card. Section [49.49](#), Wis. Stats., defines actions that represent member misuse or abuse of benefits and the resulting sanctions that may be imposed. Providers are under no obligation to inform the member that they are doing so. A provider may not confiscate a ForwardHealth card from a member in question.

If a provider suspects that a member is abusing his or her benefits or misusing his or her ForwardHealth card, providers are required to notify ForwardHealth by calling [Provider Services](#) or by writing to the following office:

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

ForwardHealth monitors member records and can impose sanctions on those who misuse or abuse their benefits. For more information on member misuse and abuse and the resulting sanctions, refer to s. 49.49, Wis. Stats.

## **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 Member Lock-In Program or to criminal prosecution.

## **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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### 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.

### 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 covers 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 has been granted to the out-of-state provider for provision of a nonemergency service.
- When there are coinsurance, copayment, or deductible amounts remaining after Medicare payment or approval for dual eligibles.

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

### Newborn Reporting

Providers are required to indicate a newborn's Medicaid identification number on claims. Providers may report babies born to Medicaid members by submitting a [Newborn Report](#) form to Wisconsin Medicaid. Establishing a newborn's Medicaid eligibility results in better health outcomes and fewer delays in provider reimbursement.

### Responsibility for Reporting

Hospitals, Medicaid HMOs, physicians, nurse practitioners, and nurse midwives may submit a Wisconsin Medicaid Newborn Report to Wisconsin Medicaid to report babies born to Medicaid members. Providers may develop and use their own form that contains the same information as the Newborn Report.

Physicians, nurse practitioners, and nurse midwives should submit a Newborn Report *only* if the mother is *not* enrolled in a Medicaid HMO and the birth occurs *outside* a hospital setting. Otherwise, the hospital or Medicaid HMO completes the form. If a mother is enrolled in a Medicaid HMO but has her baby outside the HMO network, the HMO is responsible for reporting the birth to Wisconsin Medicaid.

The Newborn Report should be submitted to Wisconsin Medicaid even in instances in which the baby is born alive but does not survive.

If the mother was *not* covered by Wisconsin Medicaid when the baby was born, she can apply for Medicaid retroactively. If her dates of eligibility include the date of the baby's birth, her baby can also receive retroactive and continuous eligibility for the first year of life.

## Newborn Report Submission

Providers have the option of sending newborn reports in a summary format on a weekly basis to Wisconsin Medicaid or individual reports for each newborn. However, the summary report must contain all the information provided in the Newborn Report.

If possible, the Newborn Report should be submitted to Wisconsin Medicaid with the child's given name (first and last name), rather than "baby boy" or "baby girl" as the first name.

## Newborn Report Procedures

Once the completed Newborn Report is submitted to Wisconsin Medicaid, the following procedures take place:

- A Medicaid identification number is assigned to the newborn, if they do not have an existing ID number on file. If the baby is reported without a permanent name, he or she may be assigned a temporary ID until the name is changed.
- A Medicaid Forward card is created for the child and sent to the mother as soon as the child's enrollment is put on file.
- Wisconsin Medicaid notifies the provider of the newborn's assigned ID and sends a letter to the mother, notifying her of the child's enrollment.

Providers with questions regarding newborn eligibility or the Newborn Report may call [Provider Services](#).

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

Certain non-U.S. citizens who are not qualified aliens are eligible for BadgerCare Plus services only in cases of acute emergency medical conditions. Providers should use the appropriate ICD-9-CM diagnosis code to document the nature of the emergency.

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

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

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

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

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

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

Information for [DOS before January 1, 2009](#), is available.

## Out-of-State Youth Program

The OSY program is responsible for health care services provided to Wisconsin children placed outside the state in foster and subsidized adoption situations. These children are eligible for coverage. The objective is to assure that these children receive quality medical care.

Out-of-state providers not located in border-status-eligible communities may qualify as border-status providers if they deliver services as part of the OSY program. However, providers who have border status as part of the OSY program are reimbursed only for services provided to the specific foster care or subsidized adopted child. In order to receive reimbursement for services provided to other members, the provider is required to follow rules for out-of-state noncertified providers.

For subsidized adoptions, benefits are usually determined through the adoption assistance agreement and are provided by the state where the child lives. However, some states will not provide coverage to children with state-only funded adoption assistance. In these cases, Wisconsin will continue to provide coverage.

OSY providers are subject to the same regulations and policies as other certified border-status providers. For more information about the OSY program, call [Provider Services](#) or write to ForwardHealth at the following address:

ForwardHealth  
Out-of-State Youth  
Ste 50  
6406 Bridge Rd  
Madison WI 53784-0050

## Persons Detained by Legal Process

Most individuals detained by legal process are *not* eligible for BadgerCare Plus or Wisconsin Medicaid benefits. Only those individuals who qualify for the [BadgerCare Plus Expansion for Certain Pregnant Women](#) may receive benefits.

"Detained by legal process" means a person who is incarcerated (including some Huber Law prisoners) because of law violation or alleged law violation, which includes misdemeanors, felonies, delinquent acts, and day-release prisoners. The justice system oversees health care-related needs for individuals detained by legal process who do not qualify for the BadgerCare Plus Expansion for Certain Pregnant Women.

## Retroactive Enrollment

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

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

## Reimbursing Members in Cases of Retroactive Enrollment

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



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

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

If a claim cannot be filed within 365 days of the DOS 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 (if the services provided during the period of retroactive enrollment were covered).

## 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 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 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.

# Reimbursement

# 5

Archive Date:05/03/2010

## Reimbursement:Amounts

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### 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) may not exceed the BadgerCare Plus-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 BadgerCare Plus-allowed amount for a service (i.e., balance billing).

Other health insurance payments may exceed the BadgerCare Plus-allowed amount if no additional payment is received from the member or BadgerCare Plus.

### Billing Service and Clearinghouse Contracts

According to [DHS 106.03\(5\)\(c\)2](#), Wis. Admin. Code, contracts with outside billing services or clearinghouses may not be based on commission in which compensation for the service is dependent on reimbursement from BadgerCare Plus. This means compensation must be unrelated, directly or indirectly, to the amount of reimbursement or the number of claims and is not dependent upon the actual collection of payment.

### Electronic Funds Transfer

EFT allows ForwardHealth to directly deposit payments into a provider's designated bank account for a more efficient delivery of payments than the current process of mailing paper checks. Electronic Funds Transfer is secure, eliminates paper, and reduces the uncertainty of possible delays in mail delivery.

Only in-state and border-status providers who submit claims and MCOs are eligible to receive EFT payments.

### Provider Exceptions

EFT payments are not available to the following providers:

- In-state emergency providers.
- Out-of-state providers.
- Out-of-country providers.
- SMV providers during their provisional certification period.

### Enrolling in Electronic Funds Transfer

A ForwardHealth Portal account is required to enroll into EFT as all enrollments must be completed via a secure Provider Portal account or a secure MCO Portal account. Paper enrollments are not accepted. A separate EFT enrollment is required for each financial payer a provider bills.

Providers who do not have a Portal account may [Request Portal Access](#) online. Providers may also call the [Portal Helpdesk](#) for assistance in requesting a Portal account.

The following guidelines apply to EFT enrollment:

- Only a Portal Administrator or a clerk that has been assigned the new "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 ForwardHealth Portal Electronic Funds Transfer User Guide and the Electronic Funds Transfer Fact Page 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 [ForwardHealth Provider Services](#) to resolve the issue and payment by paper check will be reinstated until the matter has been resolved.

## Fee Schedules

[Maximum allowable fee](#) information is available on the ForwardHealth Portal in the following forms:

- Interactive fee schedule.
- Downloadable fee schedule in TXT files.

Certain fee schedules are interactive. Interactive fee schedules provide coverage information as well as maximum allowable fees for all reimbursable procedure codes. The downloadable TXT files are free of charge and provide basic maximum allowable fee information for BadgerCare Plus by provider service area.

A provider may request a paper copy of a fee schedule by calling [Provider Services](#).

Providers may call Provider Services in the following cases:

- Internet access is not available.
- There is uncertainty as to which fee schedule should be used.
- The appropriate fee schedule cannot be found on the Portal.
- To determine coverage or maximum allowable fee of procedure codes not appearing on a fee schedule.

## Maximum Allowable Fees

Maximum allowable fees are established for most covered services. Maximum allowable fees are based on various factors, including a review of usual and customary charges submitted, the Wisconsin State Legislature's Medicaid budgetary constraints, and other relevant economic limitations. Maximum allowable fees may be adjusted to reflect reimbursement limits or limits on the availability of federal funding as specified in federal law.

Providers are reimbursed at the lesser of their billed amount and the maximum allowable fee for the procedure.

## Collecting Payment From Members

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### An Overview of the Remittance Advice

The RA 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).

Effective May 1, 2010, providers will be required to access their secure [ForwardHealth provider Portal account](#) to obtain their RA.

RAs are accessible to providers in a TXT format via the secure Provider area of the Portal. Providers are also able to download the RA from their secure provider Portal account in a new [CSV](#) format.

### Conditions That Must Be Met

A member may request a noncovered service, a covered service for which PA was denied (or modified), or a service that is not covered under the member's limited benefit category. The charge for the service may be collected from the member if the following conditions are met *prior* to the delivery of that service:

- The member accepts responsibility for payment.
- The provider and member make payment arrangements for the service.

Providers are strongly encouraged to obtain a *written* statement in advance documenting that the member has accepted responsibility for the payment of the service.

Furthermore, the service must be separate or distinct from a related, covered service. For example, a vision provider may provide a member with eyeglasses but then, upon the member's request, provide and charge the member for anti-glare coating, which is a noncovered service. Charging the member is permissible in this situation because the anti-glare coating is a separate service and can be added to the lenses at a later time.

### 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 *only* the copayment amount from the member.

### Situations When Member Payment Is Allowed

Providers may not collect payment from a member, or authorized person acting on behalf of the member, *except* for the following:

- Required member [copayments](#) for certain services.
- Commercial insurance payments made to the member.
- [Spendedown](#).
- Charges for a [private room](#) in a nursing home or hospital.

- Noncovered services if certain conditions are met.
- Covered services for which PA was denied (or an originally requested service for which a PA request was modified) if certain conditions are met. These services are treated as noncovered services.
- Services provided to a member in a limited benefit category when the services are not covered under the limited benefit and if certain conditions are met.

If a provider inappropriately collects payment from a member, or authorized person acting on behalf of the member, that provider may be subject to program sanctions including termination of Medicaid certification.

## Copayment

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### Prohibited

Providers are prohibited from collecting copayment for PNCC services.



## Payer of Last Resort

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### 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:

- B-3.
- Crime Victim Compensation Fund.
- GA.
- HCBS waiver programs.
- IDEA.
- Indian Health Service.
- Maternal and Child Health Services.
- WCDP.
  - Adult Cystic Fibrosis.
  - Chronic Renal Disease.
  - Hemophilia Home Care.

Providers should ask members if they have coverage from these other governmental programs.

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

### Other Health Insurance Sources

BadgerCare Plus reimburses only that portion of the allowed cost remaining after a member's other health insurance sources have been exhausted. Other health insurance sources include the following:

- [Commercial fee-for-service plans](#).
- [Commercial managed care plans](#).
- Medicare supplements (e.g., Medigap).
- Medicare.
- Medicare Advantage.
- TriCare.
- CHAMPVA.
- Other governmental benefits.

### Payer of Last Resort

Except for a few instances, Wisconsin Medicaid or BadgerCare Plus are the payer of last resort for any covered services. Therefore, the provider is required to make a reasonable effort to exhaust all existing other health insurance sources before submitting claims to ForwardHealth or to a state-contracted MCO.

### 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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### Reimbursement Not Available

Wisconsin Medicaid may deny or recoup payment for covered services that fail to meet program requirements. Medicaid reimbursement is also not available for noncovered services.

The following are not reimbursable as PNCC or CCC services:

- The provision of diagnostic, treatment, or other direct services, except for health education and nutrition counseling for PNCC providers. Direct services include, but are not limited to, diagnosis of a physical or mental illness and administration of medications.
- Member vocational training.
- Legal advocacy by an attorney or paralegal.
- Ongoing care coordination and monitoring services that are not based on the member's current care plan.
- Ongoing care coordination and monitoring services that are not necessary to meet the CCC or PNCC benefit goal.
- Transportation (provider or recipient mileage or travel time).
- Interpreter services.
- Missed appointments (no shows).

### 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.

### Services Not Separately Reimbursable

If reimbursement for a service is included in the reimbursement for the primary procedure or service, it is not separately reimbursable. For example, routine venipuncture is not separately reimbursable, but it is included in the reimbursement for the laboratory procedure or the laboratory test preparation and handling fee. Also, DME delivery charges are included in the reimbursement for DME items.

# Resources

# 6

Archive Date:05/03/2010

## Resources:Contact Information

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### Member Services

Providers should refer ForwardHealth members with questions to [Member Services](#). The telephone number for Member Services is for member use only.

### Provider Relations Representatives

The Provider Relations representatives, also known as field representatives, conduct training sessions on various ForwardHealth topics for both large and small groups of providers and billers. In addition to provider education, field representatives are available to assist providers with complex billing and claims processing questions. Field representatives are located throughout the state to offer detailed assistance to all ForwardHealth providers and all ForwardHealth programs.

### Field Representative Specialization

The field representatives are assigned to [specific regions](#) of the state. In addition, the field representatives have [specialized](#) in a group of provider types. This specialization allows the field representatives to most efficiently and effectively address provider inquiries. To better direct inquiries, providers should contact the field representative in [their region who specializes in their provider type](#).

### Provider Education

The field representatives' primary focus is provider education. They provide information on ForwardHealth programs and topics in the following ways:

- Conducting provider training sessions throughout the state.
- Providing training and information for newly certified providers and/or new staff.
- Participating in professional association meetings.

Providers may also contact the field representatives if there is a specific topic, or topics, on which they would like to have an individualized training session. This could include topics such as use of the Portal (information about claims, enrollment verification, and PA requests on the Portal). Refer to the [Providers Trainings page](#) for the latest information on training opportunities.

### Additional Inquiries

Providers are encouraged to initially obtain information through the ForwardHealth Portal, WiCall, and Provider Services. If these attempts are not successful, field representatives may be contacted for the following types of inquiries:

- Claims, including discrepancies regarding enrollment verification and claim processing.
- PES claims submission software.
- Claims processing problems that have not been resolved through other channels (e.g., telephone or written correspondence).
- Referrals by a Provider Services telephone correspondent.
- Complex issues that require extensive explanation.

Field representatives primarily work outside their offices to provide on-site service; therefore, providers should be prepared to leave a complete message when contacting field representatives, including all pertinent information related to the inquiry. Member inquiries should not be directed to field representatives. Providers should refer members to Member Services at (800) 362-3002.

If contacting a field representative by e-mail, providers should ensure that no individually identifiable health information, known as PHI, is included in the message. PHI can include things such as the member's name combined with his/her identification number or SSN.

## Information to Have Ready

Providers or their representatives should have the following information ready when they call:

- Name or alternate contact.
- County and city where services are provided.
- Name of facility or provider whom they are representing.
- NPI or provider number.
- Telephone number, including area code.
- A concise statement outlining concern.
- Days and times when available.

For questions about a specific claim, providers should also include the following information:

- Member's name.
- Member identification number.
- Claim number.
- DOS.

## Provider Services

Providers should call [Provider Services](#) to answer enrollment, policy, and billing questions. Members should call [Member Services](#) for information. Members should *not* be referred to Provider Services.

The Provider Services Call Center provides service-specific assistance to Medicaid, BadgerCare Plus, WCDP, and WWWP providers.

## Ways Provider Services Can Help

The Provider Services Call Center is organized to include program-specific and service-specific assistance to providers. The Provider Services call center supplements the ForwardHealth Portal and WiCall by providing information on the following:

- Billing and claim submissions.
- Certification.
- COB (e.g., verifying a member's other health insurance coverage).
- Assistance with completing forms.
- Assistance with remittance information and claim denials.
- Policy clarification.
- PA status.
- Verifying covered services.

## Information to Have Ready

When contacting or transferring from WiCall to the call center, callers will be prompted to enter their NPI or provider ID. Additionally, to facilitate service, providers are recommended to have all pertinent information related to their inquiry on hand when contacting the call center, including:

- Provider name and NPI or provider ID.

- Member name and member identification number.
- Claim number.
- PA number.
- DOS.
- Amount billed.
- RA.
- Procedure code of the service in question.
- Reference to any provider publications that address the inquiry.

## Call Center Correspondent Team

The ForwardHealth call center correspondents are organized to respond to telephone calls from providers. Correspondents offer assistance and answer inquiries specific to the program (i.e., Medicaid, WCDP, or WWWP) or to the service area (i.e., pharmacy services, hospital services) in which they are designated.

## Call Center Menu Options and Inquiries

Providers contacting Provider Services are prompted to select from the following menu options:

- WCDP and WWWP (for inquiries from all providers regarding WCDP or WWWP).
- Dental (for all inquiries regarding dental services).
- Medicaid or SeniorCare Pharmacy (for pharmacy providers) or STAT-PA for STAT-PA inquiries, including inquiries from pharmacies, DME providers for orthopedic shoes, and HealthCheck providers for environmental lead inspections.
- Medicaid and BadgerCare Plus institutional services (for inquiries from providers who provide hospital, nursing home, home health, personal care, ESRD, and hospice services or NIP).
- Medicaid and BadgerCare Plus professional services (for inquiries from all other providers not mentioned in the previous menu prompts).

## Walk-in Appointments

Walk-in appointments offer face-to-face assistance for providers at the Provider Services office. Providers are encouraged to contact the Provider Services Call Center to schedule a walk-in appointment.

## Written Inquiries

Providers may contact Provider Services through the Portal by selecting the "Contact Us" link. Provider Services will respond to the inquiry by the preferred method of response indicated within five business days. All information is transmitted via a secure connection to protect personal health information.

Providers may submit written inquiries to ForwardHealth by mail using the [Written Correspondence Inquiry](#) form. The Written Correspondence Inquiry form may be photocopied or downloaded via a link from the Portal. Written correspondence should be sent to the following address:

ForwardHealth  
 Provider Services Written Correspondence  
 6406 Bridge Rd  
 Madison WI 53784-0005

Providers are encouraged to use the other resources before mailing a written request to ForwardHealth. Provider Services will respond to written inquiries in writing unless otherwise specified.

## Provider Suggestions

The DHCAA is interested in improving its program for providers and members. Providers who would like to suggest a revision of any policy or procedure stated in provider publications or who wish to suggest new policies are encouraged to submit recommendations on the [Provider Suggestion](#) form.

## 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.



# Electronic Data Interchange

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## Companion Documents

### Purpose of Companion Documents

ForwardHealth [companion documents](#) provide trading partners with useful technical information on ForwardHealth's standards for nationally recognized electronic transactions.

The information in companion documents applies to BadgerCare Plus, Medicaid, SeniorCare, WCDP, and WWWP. Companion documents are intended for information technology and systems staff who code billing systems or software.

The companion documents complement the federal HIPAA Implementation Guides and highlight information that trading partners need to successfully exchange electronic transactions with ForwardHealth, including general topics such as the following:

- Methods of exchanging electronic information (e.g., exchange interfaces, transaction administration, and data preparation).
- Instructions for constructing the technical component of submitting or receiving electronic transactions (e.g., claims, RA, and enrollment inquiries).

Companion documents do *not* include program requirements, but help those who create the electronic formats for electronic data exchange.

Companion documents cover the following specific subjects:

- Getting started (e.g., identification information, testing, and exchange preparation).
- Transaction administration (e.g., tracking claims submissions, contacting the [EDI Helpdesk](#)).
- Transaction formats.

### Revisions to Companion Documents

Companion documents may be updated as a result of changes to federal requirements. When this occurs, ForwardHealth will do the following:

- Post the revised companion document on the ForwardHealth Portal.
- Post a message on the banner page of the RA.
- Send an e-mail to trading partners.

Trading partners are encouraged to periodically check for the revised companion documents on the Portal. If trading partners do not follow the revisions identified in the companion document, transactions may not process successfully (e.g., claims may deny or process incorrectly).

A revision log located at the front of the revised companion document lists the changes that have been made. The date on the companion document reflects the last date the companion document was revised. In addition, the version number located in the footer of the first page is changed with each revision.

## Data Exchange Methods

The following data exchange methods are supported by the [EDI Department](#):

- 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 5.1 (pharmacies only), 270/271, or 276/277 transactions via an approved clearinghouse.

The EDI Department supports the exchange of the transactions for BadgerCare Plus, Medicaid, SeniorCare, WCDP, and WWWP.

## Electronic Data Interchange Helpdesk

The [EDI Helpdesk](#) assists anyone interested in becoming a trading partner with getting started and provides ongoing support pertaining to electronic transactions. Providers, billing services, and clearinghouses are encouraged to contact the EDI Helpdesk for test packets and/or technical questions.

Providers with policy questions should call [Provider Services](#).

## Electronic Transactions

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 Department, trading partners may exchange the following electronic transactions:

- 270/271. The 270 is the electronic transaction for inquiring about a member's enrollment. The 271 is received in response to the inquiry.
- 276/277. The 276 is the electronic transaction for checking claim status. The 277 is received in response.
- 835. The electronic transaction for receiving remittance information.
- 837. The electronic transaction for submitting claims and adjustment requests.
- 997. 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 5.1 Telecommunication Standard for Retail Pharmacy Claims. The real-time POS electronic transaction for submitting pharmacy claims.

## Provider Electronic Solutions Software

ForwardHealth offers electronic billing software at no cost to providers. The PES software allows providers to submit 837 transactions and download the 997 and the 835 transactions. To obtain PES software, providers may download it from the ForwardHealth Portal or may request it from the [EDI Helpdesk](#).

## Trading Partner Profile

A [TPP](#) 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 TPP.

To determine whether a TPP is required, providers should refer to the following:

- Billing providers who do not use a third party to exchange electronic transactions, including providers who use the PES software, are required to complete the TPP.

- Billing providers who use a third party (billing services and clearinghouses) to exchange electronic transactions are required to submit a TPP.
- 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 TPP.

Providers who change billing services and clearinghouses or become a trading partner should keep their information updated by contacting the [EDI Helpdesk](#).

## Trading Partners

ForwardHealth exchanges nationally recognized electronic transactions with trading partners. A "trading partner" is defined as a covered entity that exchanges electronic health care transactions. The following covered entities are considered trading partners:

- Providers who exchange electronic transactions directly with ForwardHealth.
- Billing services and clearinghouses that exchange electronic transactions directly with ForwardHealth on behalf of a billing provider.

## Enrollment Verification

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### 270/271 Transactions

The [270/271](#) transactions allow for batch enrollment verification, including information for the current benefit month or for any date of eligibility the member has on file, through a secure Internet connection. The 270 is the electronic transaction for inquiring about a member's enrollment. The 271 is received in response to the inquiry.

For those providers who are federally required to have an NPI, an NPI is required on the 270/271 transactions. The NPI indicated on the 270 is verified to ensure it is associated with a valid certification on file with ForwardHealth. The 271 response will report the NPI that was indicated on the 270.

For those providers exempt from NPI, a provider ID is required on the 270/271 transactions. The provider ID indicated on the 270 is verified to ensure it is associated with a valid certification on file with ForwardHealth. The 271 response will report the provider ID that was indicated on the 270.

### An Overview

Providers should always verify a member's enrollment before providing services, both to determine enrollment for the current date (since a member's enrollment status may change) and to discover any limitations to the member's coverage. Each enrollment verification method allows providers to verify the following prior to services being rendered:

- A member's enrollment in a ForwardHealth program(s).
- State-contracted MCO enrollment.
- Medicare enrollment.
- Limited benefits categories.
- Any other commercial health insurance coverage.
- Exemption from copayments for BadgerCare Plus members.

### Commercial Enrollment Verification Vendors

ForwardHealth has agreements with several [commercial enrollment verification vendors](#) to offer enrollment verification technology to ForwardHealth providers. Commercial enrollment verification vendors have up-to-date access to the ForwardHealth enrollment files to ensure that providers have access to the most current enrollment information. Providers may access Wisconsin's EVS to verify member enrollment through one or more of the following methods available from commercial enrollment verification vendors:

- Magnetic stripe card readers.
- Personal computer software.
- Internet.

Vendors sell magnetic stripe card readers, personal computer software, Internet access, and other services. They also provide ongoing maintenance, operations, and upgrades of their systems. Providers are responsible for the costs of using these enrollment verification methods.

*Note:* Providers are *not* required to purchase services from a commercial enrollment verification vendor. For more information on other ways to verify member enrollment or for questions about ForwardHealth identification cards, contact [Provider Services](#).

The real-time enrollment verification methods allow providers to print a paper copy of the member's enrollment information, including

a transaction number, for their records. Providers should retain this number or the printout as proof that an inquiry was made.

## Magnetic Stripe Card Readers

The magnetic stripe card readers resemble credit card readers. Some ForwardHealth identification cards have a magnetic stripe and signature panel on the back, and a unique, 16-digit card number on the front. The 16-digit card number is valid only for use with a magnetic card reader.

Providers receive current member enrollment information after passing the ForwardHealth card through the reader or entering the member identification number or card number into a keypad and entering the DOS about which they are inquiring.

## Personal Computer Software

Personal computer software can be integrated into a provider's current computer system by using a modem and can access the same information as the magnetic stripe card readers.

## Internet Access

Some enrollment verification vendors provide real-time access to enrollment from the EVS through the Internet.

## Copayment Information

If a member is enrolled in BadgerCare Plus and is exempted 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 and is required to pay copayments, providers will be given the name of the benefit plan in which the member is enrolled and the member's enrollment dates for the benefit plan only.

*Note:* The BadgerCare Plus Core Plan may also charge different copayments for hospital services depending on the member's income level. Members identified as "BadgerCare Plus Core Plan 1" are subject to lower copayments for hospital services. Members identified as "BadgerCare Plus Core Plan 2" are subject to higher copayments for hospital services.

## Enrollment Verification System

Member enrollment issues are the primary reason claims are denied. To reduce claim denials, providers should *always* verify a member's enrollment before providing services, both to determine enrollment for the current date (since a member's enrollment status may change) and to discover any limitations to the member's coverage. Providers may want to verify the member's enrollment a second time before submitting a claim to find out whether the member's enrollment information has changed since the appointment.

Providers can access Wisconsin's EVS to receive the most current enrollment information through the following methods:

- ForwardHealth Portal.
- [WiCall](#), Wisconsin's AVR system.
- Commercial enrollment verification vendors.
- 270/271 transactions.
- [Provider Services](#).

Providers cannot charge a member, or authorized person acting on behalf of the member, for verifying his or her enrollment.

The EVS does not indicate other government programs that are secondary to Wisconsin Medicaid.

## 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.

## Entering Dates of Service

Enrollment information is provided based on a "From" DOS and a "To" DOS that the provider enters when making the enrollment inquiry. For enrollment inquiries, a "From" DOS is the earliest date for which the provider is requesting enrollment information and the "To" DOS is the latest date for which the provider is requesting enrollment information.

Providers should use the following guidelines for entering DOS when verifying enrollment for Wisconsin Medicaid, BadgerCare Plus, SeniorCare, or WCDP members:

- The "From" DOS is the earliest date the provider requires enrollment information.
- The "To" DOS must be within 365 days of the "From" DOS.
- If the date of the request is prior to the 20th of the current month, then providers may enter a "From" DOS and "To" DOS up to the end of the current calendar month.
- If the date of the request is on or after the 20th of the current month, then providers may enter a "From" DOS and "To" DOS up to the end of the following calendar month.

For example, if the date of the request was November 15, 2008, the provider could request dates up to and including November 30, 2008. If the date of the request was November 25, 2008, the provider could request dates up to and including December 31, 2008.

## Member Forgets ForwardHealth Identification Card

Even if a member does not present a ForwardHealth identification card, a provider can use Wisconsin's EVS to verify enrollment, otherwise, the provider may choose not to provide the service(s) until a member brings in a ForwardHealth card.

A provider may use a combination of the member's name, date of birth, ForwardHealth identification number, or SSN with a "0" at the end to access enrollment information through the EVS.

A provider may call [Provider Services](#) with the member's full name and date of birth to obtain the member's enrollment information if the member's identification number or SSN is not known.

## Member Identification Card Does Not Guarantee Enrollment

Most members receive a member identification card, but possession of a program identification card does not guarantee enrollment. Periodically, members may become ineligible for enrollment, only to re-enroll at a later date. Members are told to keep their cards even though they may have gaps in enrollment periods. It is possible that a member will present a card when he or she is not enrolled; therefore, it is essential that providers verify enrollment before providing services. To reduce claim denials, it is important that providers verify the following information prior to each DOS that services are provided:

- If a member is enrolled in any ForwardHealth program, including benefit plan limitations.
- If a member is enrolled in a managed care organization.
- If a member is in primary provider lock-in status.
- If a member has Medicare or other insurance coverage.

## Responses Are Based on Financial Payer

When making an enrollment inquiry through Wisconsin's EVS, the returned response will provide information on the member's enrollment in benefit plans based on financial payers.

There are three financial payers under ForwardHealth:

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

Within each financial payer are benefit plans. Each member is enrolled under at least one of the three financial payers, and under each financial payer, is enrolled in at least one benefit plan. An individual member may be enrolled under more than one financial payer. (For instance, a member with chronic renal disease may have health care coverage under the BadgerCare Plus Standard Plan and the WCDP chronic renal disease program. The member is enrolled under two financial payers, Medicaid and WCDP.) Alternatively, a member may have multiple benefits under a single financial payer. (For example, a member may be covered by the TB-Only Benefit and the FPW at the same time, both of which are administered by Medicaid.)

## Forms

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### An Overview

ForwardHealth requires providers to use a variety of forms for PA, claims processing, and documenting special circumstances.

### Division of Health Care Access and Accountability Publications

The following CCC and PNCC publications are available from the DHCAA at the address listed below. There is no charge for these publications.

Form Title	Document Number
<a href="#">Child Care Coordination Family Questionnaire</a>	F-1118
<a href="#">Prenatal Care Coordination Pregnancy Questionnaire (Risk Assessment Form)</a>	F-1105
Guidance Manual for the Pregnancy Questionnaire	POH 1043
HealthCheck Brochure (Spanish)	POH 1007S
HealthCheck Brochure (Hmong)	POH 1007H
HealthCheck Brochure (English)	POH 1007
HealthCheck Poster (8 1/2 x 14)	POH 1041
HealthCheck Stuffer/Handbill	POH 1041A
HealthCheck Stickers	POH 1041C

The forms are available from the following address:

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

### Division of Public Health Publications

The following CCC and PNCC publications are available from the DHS Forms Center. There is minimal or no charge for the following documents.

Form Title	Document Number
Family Health Resource Catalog (a list of maternal and child health education materials)	PPH 4536
If I'm Pregnant, Can the Chemicals I Work with Harm my Baby?	DPH 7074
Child Growth Grid - Boy	DOH 4517
Child Growth Grid - Girl	DOH 4518
Prenatal Weight Gain Grid	DOH 4056
Planning a Healthy Pregnancy: Self Care Handbook	PPH 9322



Planning a Healthy Pregnancy: Self Care Handbook (Spanish)	PPH 9322-S
Caring for Your Baby: A Newborn and Infant Care Handbook	PPH 9321
Caring for Your Baby: A Newborn and Infant Care Handbook (Spanish)	PPH 9321-S

The forms are available from the following address:

Department of Health Services Forms Center  
PO Box 7850  
Madison WI 53701-7850

## Children's Trust Fund

The following information is available from the Children's Trust Fund:

- Information on child abuse and neglect.
- Positive Parenting Kit.

Providers may call the Children's Trust Fund at (866) 640-3936, or write to the following address:

110 E. Main St  
Ste 614  
Madison WI 53703

## Fillable Forms

Most forms may be obtained from the [Forms](#) page of the ForwardHealth Portal.

Forms on the Portal are available as fillable PDF files, which can be viewed with Adobe Reader<sup>®</sup> computer software. Providers may also complete and print fillable PDF files using Adobe Reader<sup>®</sup>.

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<sup>®</sup> at no charge from the Adobe<sup>®</sup> Web site. Adobe Reader<sup>®</sup> 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<sup>®</sup> is purchased, providers may save completed PDFs to their computer. Refer to the [Adobe<sup>®</sup> Web site](#) for more information about fillable PDFs.

Selected forms are also available in fillable Microsoft<sup>®</sup> Word format on the Portal. The fillable Microsoft<sup>®</sup> Word format allows providers to complete and print the form using Microsoft<sup>®</sup> Word. To complete a fillable Microsoft<sup>®</sup> 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<sup>®</sup> Word documents to their computer by choosing "Save As" from the "File" menu, creating a file name, and selecting "Save" on their desktop.

## Telephone or Mail Requests

Providers who do not have Internet access or who need forms that are not available on the ForwardHealth Portal may obtain them by doing either of the following:

- Requesting a paper copy of the form by calling [Provider Services](#). Questions about forms may also be directed to Provider Services.
- Submitting a written request and mailing it to ForwardHealth. Include a return address, the name of the form, and the form number and send the request to the following address:

ForwardHealth  
Form Reorder  
6406 Bridge Rd  
Madison WI 53784-0003

## Portal

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### 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 Portal. Providers have the ability to [search for and view](#) the status of all their finalized claims, regardless of how they were submitted (i.e., paper, electronic, clearinghouse). If a claim contains an error, providers can correct it on the Portal and resubmit it to ForwardHealth.

Providers can submit an individual claim or adjust a claim through DDE through the secure Portal.

### Conducting Recertification Via the ForwardHealth Portal

Providers can conduct [recertification](#) online via a secure recertification area of the ForwardHealth Portal.

### Cost Share Reports for Long-Term Managed Care Organizations

Individual cost share reports for long-term care MCOs that provide Family Care, Family Care Partnership, and PACE services are available via the secure area of the ForwardHealth Portal and can be downloaded as an Excel file.

### Creating a Provider Account

Each provider needs to designate one individual as an administrator of the ForwardHealth Portal account. This user establishes the administrative account once his or her PIN is received. The administrative user is responsible for this provider account and is able to add accounts for other users (clerks) within his or her organization and assign security roles to clerks that have been established. To establish an administrative account after receiving a PIN, the administrative user is required to follow these steps:

1. Go to the ForwardHealth Portal.
2. Click the **Providers** button.
3. Click **Logging in for the first time?**.
4. Enter the Login ID and PIN. The Login ID is the provider's NPI or provider number.
5. Click **Setup Account**.
6. At the Account Setup screen, enter the user's information in the required fields.
7. Read the security agreement and click the checkbox to indicate agreement with its contents.
8. Click **Submit** when complete.

Once in the secure Provider area of the Portal, the provider may conduct business online with ForwardHealth via a secure connection. Providers may also perform the following administrative functions from the Provider area of the Portal:

- Establish accounts and define access levels for clerks.
- Add other organizations to the account.
- Switch organizations.

A user's guide containing detailed instructions for performing these functions can be found on the Portal.

# Designating a Trading Partner to Receive 835 Health Care Claim Payment/Advice Transactions

Providers must designate a trading partner to receive their 835 transaction for ForwardHealth interChange.

Providers who wish to submit their 835 designation via the Portal are required to create and establish a provider account to have access to the secure area of the Portal.

To designate a trading partner to receive 835 transactions, providers must first complete the following steps:

- Access the Portal and log into their secure account by clicking the Provider link/button.
- Click on the Designate 835 Receiver link on the right-hand side of the secure home page.
- Enter the identification number of the trading partner that is to receive the 835 in the Trading Partner ID field.
- Click Save.

Providers who are unable to use the Portal to designate a trading partner to receive 835 transactions may call the [EDI Helpdesk](#) or submit a [paper](#) form.

## 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.
- Whether or not the member has any third-party liability, such as Medicare or commercial health insurance.

Using the Portal to check enrollment may be more effective than calling [WiCall](#) or the EVS (although both are available).

Providers are assigned a unique enrollment verification number for each inquiry. Providers can also use the "print screen" function to print a paper copy of enrollment verification inquiries for their records.

## ForwardHealth Portal

Providers, members, trading partners, managed care programs, and partners have access to public *and* secure information through the ForwardHealth Portal.

The Portal has the following areas:

- Providers (public and secure).
- Trading Partners.
- Members.
- MCO.
- Partners.

The secure Portal allows providers to conduct business and exchange electronic transactions with ForwardHealth. The public Portal contains general information accessible to all users. Members can access general health care program information and apply for benefits [online](#).

## 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.

## Inquiries to ForwardHealth Via the Portal

Providers are able to contact Provider Services through the ForwardHealth Portal by clicking the [Contact](#) link and entering the relevant inquiry information, including selecting the preferred method of response (i.e., telephone call or e-mail). Provider Services will respond to the inquiry by the preferred method of response indicated within five business days.

## Internet Connection Speed

ForwardHealth recommends providers have an Internet connection that will provide an upload speed of at least 768 Kbps and a download speed of at least 128 Kbps in order to efficiently conduct business with ForwardHealth via the Portal.

For [PES](#) users, ForwardHealth recommends an Internet connection that will provide a download speed of at least 128 Kbps for downloading PES software and software updates from the Portal.

These download speeds are generally not available through a dial-up connection.

## Logging in to the Provider Area of the Portal

Once an administrative user's or other user's account is set up, he or she may log in to the Provider area of the Portal to conduct business. To log in, the user is required to click the "Provider" link or button, then enter his or her username and password and click "Go" in the Login to Secure Site box at the right side of the screen.

## Managed Care Organization Portal

### Information and Functions Through the Portal

The [MCO area](#) of the ForwardHealth Portal allows state-contracted MCOs to conduct business with ForwardHealth. The Public MCO page offers easy access to key MCO information and Web tools. A log-in is required to access the secure area of the Portal to submit or retrieve account and member information which may be sensitive.

The following information is available through the Portal:

- Certified Provider Listing of all Medicaid-certified providers.
- Coordination of Benefits Extract/Insurance Carrier Master List information updated quarterly.
- Data Warehouse, which is linked from the Portal to Business Objects. The Business Objects function allows for access to MCO data for long term care MCOs.
- Electronic messages.
- Enrollment verification by entering a member ID or SSN with date of birth and a "from DOS" and a "to DOS" range. A transaction number is assigned to track the request.

- Member search function for retrieving member information such as medical status code, and managed care and Medicare information.
- Provider search function for retrieving provider information such as address, telephone number, provider ID, and taxonomy code (if applicable), and provider type and specialty.
- HealthCheck information.
- MCO contact information.
- Technical contact information. Entries may be added via the Portal.

## Managed Care Organization Portal Reports

The following reports are generated to MCOs 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.

## 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.

## Obtaining a Personal Identification Number

To establish an account on the ForwardHealth Portal, providers are required to obtain a PIN. The PIN is a unique, nine-digit number assigned by ForwardHealth interChange for the sole purpose of allowing a provider to establish a Portal account. It is used in conjunction with the provider's login ID. Once the Portal account is established, the provider will be prompted to create a username and password for the account, which will subsequently be used to log in to the Portal.

*Note:* The PIN used to create the provider's Portal account is not the same PIN used for recertification on the Portal. Providers will receive a separate PIN for recertification.

A provider may need to request more than one PIN if he or she is a provider for more than one program or has more than one type of provider certification. A separate PIN will be needed for each provider certification. Health care providers will need to supply their NPI and corresponding taxonomy code when requesting an account. Non-healthcare providers will need to supply their unique provider number.

Providers may request a PIN by following these steps:

1. Go to the [Portal](#).
2. Click on the "Providers" link or button.
3. Click the "Request Portal Access" link from the Quick Links box on the right side of the screen.
4. At the Request Portal Access screen, enter the following information:
  - a. Health care providers are required to enter their NPI and click "Search" to display a listing of ForwardHealth certifications. Select the correct certification for the account. The taxonomy code, ZIP+4 code, and financial payer for that certification will be automatically populated. Enter the SSN or TIN.
  - b. Non-healthcare providers are required to enter their provider number, financial payer, and SSN or TIN. (This option should only be used by non-healthcare providers who are exempt from NPI requirements).

The financial payer is one of the following:

- Medicaid (Medicaid is the financial payer for Wisconsin Medicaid, BadgerCare Plus, and Senior Care).
  - SSI.
  - WCDP.
  - The WWWP.
- c. Click **Submit**.
  - d. Once the Portal Access Request is successfully completed, ForwardHealth will send a letter with the provider's PIN to the address on file.

## Online Handbook

The Online Handbook allows providers access to all policy and billing information for Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and WCDP in one centralized place. A secure ForwardHealth Portal account is not required to use the Online Handbook as it is available to all Portal visitors.

Revisions to policy information are incorporated immediately after policy changes have been issued in *ForwardHealth Updates*. The Online Handbook also links to the [ForwardHealth Publications page](#), an archive section that providers can use to research past policy and procedure information.

The Online Handbook, which is available through the public area of the Portal, is designed to sort information based on user-entered criteria, such as program and provider type. It is organized into sections and chapters. Sections within each handbook may include the following:

- Certification.
- Claims.
- Coordination of Benefits.
- Managed Care.

- Member Information.
- Prior Authorization.
- Reimbursement.
- Resources.

Each section consists of separate chapters (e.g, claims submission, procedure codes), which contain further detailed information.

## Advanced Search Function

The Online Handbook has an advanced search function, which allows providers to search for a specific word or phrase within a user type, program, service area, or throughout the entire Online Handbook.

Providers can access the advanced search function by following these steps:

1. Go to the Portal.
2. Click the "Online Handbooks" link in the upper left "Providers" box.
3. Complete the two drop-down selections at the right to narrow the search by program and service area, if applicable. This is not needed if providers wish to search the entire Online Handbook.
4. Click "Advanced Search" to open the advanced search options.
5. Enter the word or phrase you would like to search.
6. Select "Search within the options selected above" or "Search all handbooks, programs and service areas."
7. Click the "Search" button.

## ForwardHealth Publications Archive Area

The ForwardHealth Publications page of the Online Handbook allows providers to view old *Updates* and previous versions of the Online Handbook.

Providers can access the archive information area by following these steps:

1. Go to the Portal.
2. Click the "Online Handbooks" link in the upper left "Providers" box.
3. Click on the "Updates and Handbooks" link. (This link is below the three drop-down menus.)

## Other Business Enhancements on the Portal

The secure Provider area of the Portal enables providers to do the following:

- View RAs.
- Designate which trading partner is eligible to receive the provider's 835.
- Update and maintain provider file information. Providers will have the choice to indicate separate addresses for different business functions.

## Portal Account Administrators

Portal administrators are responsible for requesting, creating, and managing accounts to access these features for their organization.

There must be one administrator assigned for each Portal account and all users established for that account. The responsibilities of the Portal administrator include:

- Ensuring the security and integrity of all user accounts (clerk administrators and clerks) created and associated with their Portal



account.

- Ensuring clerks or clerk administrators are given the appropriate authorizations they need to perform their functions for the provider, trading partner, or MCO.
- Ensuring that clerks or clerk administrator accounts are removed/deleted promptly when the user leaves the organization.
- Ensuring that the transactions submitted are valid and recognized by ForwardHealth.
- Ensuring that all users they establish know and follow security and guidelines as required by HIPAA. As Portal administrators establish their Portal account and create accounts for others to access private information, administrators are reminded that all users must comply with HIPAA. The HIPAA privacy and security rules require that the confidentiality, integrity, and availability of PHI are maintained at all times. The HIPAA Privacy Rule provides guidelines governing the disclosure of PHI. The HIPAA Security Rule delineates the security measures to be implemented for the protection of electronic PHI. If Portal administrators have any questions concerning the protection of PHI, visit the Portal for additional information.

Portal administrators have access to all secure functions for their Portal account.

## **Establish an Administrator Account**

All Portal accounts require an administrator account. The administrator is a selected individual who has overall responsibility for management of the account. Therefore, he or she has complete access to all functions within the specific secure area of his or her Portal and are permitted to add, remove, and manage other individual roles.

## **Portal Clerk Administrators**

A Portal administrator may choose to delegate some of the authority and responsibility for setting up and managing the users within their Portal account. If so, the Portal administrator may establish a clerk administrator. An administrator or clerk administrator can create, modify, manage or remove clerks for a Portal account. When a clerk is created, the administrator or clerk administrator must grant permissions to the clerks to ensure they have the appropriate access to the functions they will perform. A clerk administrator can only grant permissions that they themselves have. For example, if an administrator gives a clerk administrator permission only for enrollment verification, then the clerk administrator can only establish clerks with enrollment verification permissions.

Even if a Portal administrator chooses to create a clerk administrator and delegate the ability to add, modify, and remove users from the same account, the Portal administrator is still responsible for ensuring the integrity and security of the Portal account.

## **Portal Clerks**

The administrator (or the clerk administrator if the administrator has granted them authorization) may set up clerks within their Portal account. Clerks may be assigned one or many roles (i.e., claims, PA, enrollment verification). Clerks do not have the ability to establish, modify, or remove other accounts.

Once a clerk account is set up, the clerk account does not have to be established again for a separate Portal account. Clerks can easily be assigned a role for different Portal accounts (i.e., different ForwardHealth certifications). To perform work under a different Portal account for which they have been granted authorization, a clerk can use the "switch org" function and toggle between the Portal accounts to which they have access. Clerks may be granted different authorization in each Portal account (i.e., they may do enrollment verification for one Portal account, and HealthCheck inquires for another).

## **Public Area of the Provider Portal**

The public Provider area of the ForwardHealth Portal offers a variety of important business features and functions that will greatly assist in daily business activities with ForwardHealth programs.

## **Maximum Allowable Fee Schedules**

Within the Portal, all [fee schedules](#) for Medicaid, BadgerCare Plus, and WCDP are interactive and searchable. Providers can enter the DOS, along with other information such as procedure code, category of supplies, or provider type, to find the maximum allowable fee. Providers can also download all fee schedules.

## Online Handbook

The Online Handbook is the single source for all current policy and billing information for ForwardHealth. The Online Handbook is designed to sort information based on user-entered criteria, such as program and provider type.

Revisions to information are incorporated immediately after policy changes have been issued in *Updates*. The Online Handbook also links to the ForwardHealth Publications page, an archive section where providers can research past policy changes.

## ForwardHealth Publications Archive Section

The [ForwardHealth Publications page](#), available via the Quick Links box, lists *Updates*, *Update Summaries*, archives of provider Handbooks and provider guides, and monthly archives of the Online Handbook. The ForwardHealth Publications page contains both current and obsolete information for research purposes only. Providers should use the Online Handbook for current policy and procedure questions. The *Updates* are searchable by provider type or program (e.g., physician or HealthCheck "Other Services") and by year of publication.

## Training

Providers can register for all scheduled trainings and view online trainings via the [Portal Training page](#), which contains an up-to-date calendar of all available training. Additionally, providers can view [Webcasts](#) of select trainings.

## Contacting Provider Services

Providers and other Portal users will have an additional option for contacting Provider Services through the Contact link on the Portal. Providers can enter the relevant inquiry information, including selecting the preferred method of response (i.e., telephone call or e-mail) the provider wishes to receive back from Provider Services. Provider Services will respond to the inquiry within five business days. Information will be submitted via a secure connection.

## Online Certification

Providers can speed up the certification process for Medicaid by completing a [provider certification application](#) via the Portal. Providers can then track their application by entering their ATN given to them on completion of the application.

## Other Business Enhancements Available on the Portal

The public Provider area of the Portal also includes the following features:

- A ["What's New?"](#) section for providers that links to the latest provider publication summaries and other new information posted to the Provider area of the Portal.
- Home page for the provider. Providers have administrative control over their Portal homepage and can grant other employees access to specified areas of the Portal, such as claims and PA.
- [E-mail subscription](#) service for *Updates*. Providers can sign up to receive notifications of new provider publications via e-mail. Users are able to select, by program and service area, which publication notifications they would like to receive.
- A [forms library](#).

## Secure Area of the Provider Portal

Providers can accomplish many processes via the ForwardHealth Portal, including submitting, adjusting, and correcting claims, submitting and amending PA requests, and verifying enrollment.

## Claims and Adjustments Using the Portal

Providers can track the status of their submitted claims, submit individual claims, correct errors on claims, and determine what claims are in "pay" status on the Portal. Providers have the ability to search for and view the status of all of their finalized claims, regardless of how they were submitted (i.e., paper, electronic, clearinghouse). If a claim contains an error, providers can correct it on the Portal and resubmit it to ForwardHealth.

Providers can submit an individual claim or adjust a claim via DDE through the secure Portal.

## Submitting Prior Authorization and Amendment Requests Via the Portal

Nearly all service areas can submit PAs via the Portal. Providers can do the following:

- Correct errors on PAs or amendment requests via the Portal, regardless of how the PA was originally submitted.
- View all recently submitted and finalized PA and amendment requests.
- View the latest provider review and decision letters.
- Receive messages about PA and amendment requests that have been adjudicated or returned for provider review.

## Electronic Communications

The secure Portal contains a one-way message center where providers can receive electronic notifications and provider publications from ForwardHealth. All new messages display on the provider's main page within the secure Portal.

## Enrollment Verification

The secure Portal offers real-time member [enrollment verification](#) for all ForwardHealth programs. Providers are able to use this tool to determine:

- The health care program(s) in which the member is enrolled.
- Whether or not the member is enrolled in a state-contracted MCO.
- Whether or not the member has any third-party liability, such as Medicare or commercial health insurance.

Using the Portal to check enrollment may be more efficient than calling the AVR system or the EVS (although both are available).

Providers will be assigned a unique enrollment verification number for each inquiry. Providers can also use the "print screen" function to print a paper copy of enrollment verification inquiries for their records.

## Other Business Enhancements Available on the Portal

The secure Provider area of the Portal also enables providers to do the following:

- View RAs.
- Designate which trading partner is eligible to receive the provider's 835.
- Update and maintain provider file information. Providers will have the choice to indicate separate addresses for different business functions.

## System and Browser Requirements

The following table lists the recommended system and browser requirements for using the Portal. PES users should note that the Windows-based requirements noted in the table apply; PES cannot be run on Apple-based systems.

Recommended System Requirements	Recommended Browser Requirements
<b>Windows-Based Systems</b>	
Computer with at least a 500Mhz processor, 256 MB of RAM, and 100MB of free disk space	Microsoft Internet Explorer v. 6.0 or higher, or Firefox v. 1.5 or higher
Windows XP or higher operating system	
<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	

## Trading Partner Portal

The following information is available on the public [Trading Partner](#) area of the Portal:

- Trading partner [testing packets](#).
- [Trading Partner Profile](#) submission.
- [PES](#) software and upgrade information.
- EDI [companion documents](#).

In the secure Trading Partner area of the Portal, trading partners can exchange electronic transactions with ForwardHealth.

## Updates

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### Full-Text Publications Available

Providers may request full-text versions of *ForwardHealth Updates* to be mailed to them by calling [Provider Services](#).

### General Information

*ForwardHealth Updates* are the first source of provider information. *Updates* announce the latest information on policy and coverage changes, PA submission requirements, claims submission requirements, and training announcements.

The *ForwardHealth Update Summary* is distributed on a monthly basis and contains an overview of *Updates* published that month. Providers with a ForwardHealth Portal account will be notified through their Portal mailbox when the *Update Summary* is available on the Portal. Providers without a Portal account will receive a paper copy of the *Update Summary* unless they have opted out of receiving paper publications.

Providers may obtain copies of *Updates* listed in the *Update Summary* from the Portal. A Web address that directly links providers to a list of each month's *Updates* is listed in the *Update Summary*. Providers may then print specific articles to keep on paper as well as navigate to other Medicaid information available on the Portal.

Providers without Internet access may call [Provider Services](#) to request a paper copy of an *Update*. To expedite the call, correspondents will ask providers for the *Update* number. Providers should allow seven to 10 business days for delivery.

Revisions to policy information are incorporated into the Online Handbook immediately after policy changes have been issued in *Updates*. The Online Handbook also includes a link to the [ForwardHealth Publications page](#), an archive section where providers can research past changes.

### Multiple Ways to Access ForwardHealth Publications

Providers may choose to receive notification on paper via U.S. mail or through a new e-mail subscription service. Providers who have established a ForwardHealth Portal account will automatically receive notification of *ForwardHealth Updates* and the monthly *ForwardHealth Update Summary* in their Portal message box. Providers will receive notification via their Portal accounts or e-mail subscription much sooner than on paper. Certain providers may choose not to receive *Updates* and the monthly *Update Summary*.

#### ForwardHealth Portal Account

Providers who establish a Portal account will not receive the *Update Summary* on paper through the U.S. mail. Providers are still bound to the program's rules, policies, and regulations even if they do not receive the *Update Summary* through the mail.

#### Mail

ForwardHealth will mail the monthly *Update Summary* to providers who do not have a Portal account.

#### E-mail Subscription Service

Providers and other interested parties may sign up on the Portal to receive e-mail notifications of new provider publications. Users are able to select, by program (Wisconsin Medicaid, BadgerCare Plus, or WCDP) and provider type (e.g., physician, hospital, DME

vendor), and which publication notifications they would like to receive. Any number of staff or other interested parties from an organization may sign up for an e-mail subscription. Providers who sign up for an e-mail subscription will continue to receive paper copies of the monthly *Update Summary* unless they have a Portal account or have opted out of receiving paper publications.

Users may sign up for an e-mail subscription by following these steps:

1. Go to the Portal.
2. Click on the "Providers" link or button.
3. Click the "Subscribe to Provider Notifications" link from the Quick Links box on the right side of the screen.
4. Register by supplying e-mail address.

Users may register for additional electronic subscriptions by adding service areas listed under "Available Subscriptions" on the right side of the subscriptions page.

## WiCall

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### Enrollment Inquiries

WiCall is an [AVR](#) system that allows providers with touch-tone telephones direct access to enrollment information. A [WiCall Quick Reference Guide for Enrollment Inquiries](#) is available.

Information from WiCall will be returned in the following order if applicable to the member's current enrollment:

- Transaction number: A number will be given as a transaction confirmation that providers should keep for their records.
- Benefit enrollment: All benefit plans the member is enrolled in on the DOS or within the [DOS range selected for the financial payer](#).
- County Code: The member's county code will be provided if available. The county code is a two-digit code between 01 and 72 that represents the county in which member resides. If the enrollment response reflects that the member resides in a designated HPSA on the DOS or within the DOS range selected, HPSA information will be given.
- MCO: All information about state-contracted MCO enrollment, including MCO names and telephone numbers (that exists on the DOS or within the DOS range selected), will be listed. This information is applicable to Medicaid and BadgerCare Plus members only.
- Hospice: If the member is enrolled in the hospice benefit on the DOS or within the DOS range that the provider selected, the hospice information will be given. This information is applicable to Medicaid and BadgerCare Plus members only.
- Lock-in: Information about member lock-in that exists on the DOS or within the DOS range selected will be provided. This information is applicable to Medicaid, BadgerCare Plus, and SeniorCare members only.
- Medicare: All information about Medicare coverage, including type of coverage and Medicare number, if available, that exists on the DOS or within the DOS range selected will be listed.
- Other Commercial Insurance Coverage: All information about commercial coverage, including carrier names and telephone numbers, if available, that exists on the DOS or within the DOS range selected will be listed.
- Transaction Completed: After the member's enrollment information has been given using the financial payer that was selected, providers will be given the following options:
  - To hear the information again.
  - To request enrollment information for the same member using a different financial payer.
  - To hear another member's enrollment information using the same financial payer.
  - To hear another member's enrollment information using a different financial payer.
  - To return to the main menu.

WiCall is available 24 hours a day, seven days a week. If for some reason the system is unavailable, providers may call [Provider Services](#).

### Transaction Number

The AVR system issues a transaction number every time a provider verifies enrollment, even when an individual is *not* enrolled in BadgerCare Plus or Wisconsin Medicaid. The provider should retain this transaction number. It is proof that an inquiry was made about the member's enrollment. If a provider thinks a claim was denied in error, the provider can reference the transaction number to ForwardHealth to confirm the enrollment response that was actually given.

### Entering Letters into WiCall

For some WiCall inquiries, health care providers are required to enter their taxonomy code with their NPI. Because taxonomy codes are a combination of numbers and letters, telephone key pad combinations, shown in the table below, allow providers to successfully enter taxonomy code letters for WiCall functions (e.g., press \*21 to enter an "A," press \*72 to enter an "R").

Letter	Key Combination	Letter	Key Combination
A	*21	N	*62
B	*22	O	*63
C	*23	P	*71
D	*31	Q	*11
E	*32	R	*72
F	*33	S	*73
G	*41	T	*81
H	*42	U	*82
I	*43	V	*83
J	*51	W	*91
K	*52	X	*92
L	*53	Y	*93
M	*61	Z	*12

Additionally, providers may select option 9 and press "#" for an automated voice explanation of how to enter letters in WiCall.

## Information Available Via WiCall

WiCall, ForwardHealth's AVR system, gathers inquiry information from callers through voice prompts and accesses ForwardHealth interChange to retrieve and "speak" back the following ForwardHealth information:

- Claim status.
- Enrollment verification.
- PA status.
- Provider CheckWrite information.

Providers are prompted to enter NPI or provider ID and in some cases, NPI-related data, to retrieve query information.

In all inquiry scenarios, WiCall offers the following options after information is retrieved and reported back to the caller:

- Repeat the information.
- Make another inquiry of the same type.
- Return to the main menu.
- Repeat the options.

## Claim Status

Providers may check the status of a specific claim by selecting the applicable program ("financial payer" option, i.e., Wisconsin Medicaid, WCDP, or WWWP) by entering their provider ID, member identification number, DOS, and the amount billed.

*Note:* Claim information for BadgerCare Plus and SeniorCare is available by selecting the Medicaid option.

## Enrollment Verification

Providers may request enrollment status for any date of eligibility the member has on file by entering their provider ID and the member ID. If the member ID is unknown, providers may enter the member's date of birth and SSN. Additionally, the provider is



prompted to enter the "From DOS" and the "To DOS" for the inquiry. The "From" DOS is the earliest date the provider requires enrollment information and the "To" DOS must be within 365 days of the "From" DOS.

Each time a provider verifies member enrollment, the enrollment verification is saved and assigned a transaction number as transaction confirmation. Providers should note the transaction number for their records.

## **Prior Authorization Status**

Except in certain instances, providers may obtain the status of PA requests for Medicaid and WCDP via WiCall by entering their provider ID and the applicable PA number. If the provider does not know the PA number, there is an option to bypass entering the PA number and the caller will be prompted to enter other PA information such as member ID and type of service (i.e., NDC/procedure code, revenue code, or ICD-9-CM diagnosis code.) When a match is found, WiCall reports back the PA status information, including the PA number for future reference, and the applicable program.

Information on past PAs is retained indefinitely. Paper PAs require a maximum of 20 working days from receipt to be processed and incorporated into WiCall's PA status information.

*Note:* PA information for BadgerCare Plus and SeniorCare is available by selecting the Medicaid option.

## **Quick Reference Guide**

The WiCall [AVR Quick Reference Guide](#) displays the information available for WiCall inquiries.