

# Certification and Ongoing Responsibilities

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## 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 [HFS 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 [HFS 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.
- Terms of reimbursement.
- Provider application.
- Provider Agreement and Acknowledgement of Terms of Participation.
- Other forms related to certification.

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

## General Certification Information

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

## Certification Requirements

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

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

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

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

## Terms of Reimbursement

Wisconsin Medicaid certification materials include Wisconsin Medicaid's Terms of Reimbursement, 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 Terms of Reimbursement in their files. The Terms of Reimbursement 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.

Previous versions of the Certification Application will be returned to the provider unprocessed. The initial Medicaid effective date will remain in effect if the provider returns the new completed application within 30 days.

## 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 [HFS 101](#) through [HFS 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 [HFS 106.05](#), Wis. Admin. Code, or by the DHS upon grounds set forth in [HFS 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 is 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.

## 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:
  - 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.
  - ForwardHealth received the provider agreement and any supplemental documentation within 30 days of submission of the online provider application.
  - 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 (formerly called group billing provider numbers) 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

Newly certified providers receive a CD with service-specific BadgerCare Plus and Medicaid information. 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.

## Noncertified In-State Providers

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

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

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

## 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 and RA address is where Wisconsin Medicaid will mail checks and RAs. 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 Eligibility for Certification

Providers may be eligible for Wisconsin Medicaid personal care certification through various routes. According to [HFS 105.17\(1\)](#), Wis. Admin. Code, the following are eligible for personal care certification:

- A home health agency licensed under s. [50.49](#), Wis. Stats., and [HFS 133](#), Wis. Admin. Code.
- A county department of social services or human services established under s. [46.215](#), [46.22](#), or [46.23](#), Wis. Stats.
- A county department of mental health or developmental disabilities services established under s. [51.42](#) or [51.437](#), Wis. Stats., which has the lead responsibility in the county for administering the Community Options Program under s. [46.27](#), Wis. Stats.
- An independent living center as defined in s. [46.96\(1\)\(ah\)](#), Wis. Stats.
- A local public health agency may request a waiver, according to [HFS 106.13](#), Wis. Admin. Code, of the qualifying personal care provider eligibility requirements listed in [HFS 105.17\(1\)](#), Wis. Admin. Code. The waiver requested will be considered by the DHS if a county or city has no county- or city-operated personal care provider.

## 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.

## Recertification

Periodically, ForwardHealth conducts provider recertifications that require providers to update their information. Providers will be notified when they need to be recertified and will be provided with instructions on how to complete the recertification process.

## 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.

## Separate or Existing Certification

Existing certification as a home health, case management, or mental health provider is not sufficient to be reimbursed for personal care services provided to members. Providers are required to apply to Wisconsin Medicaid for separate certification to receive Wisconsin Medicaid reimbursement for personal care services.

Separate certification is *not* necessary for a Medicaid-certified personal care agency to be reimbursed for DMS. Upon certification as a personal care agency, providers automatically receive applicable policy and billing information for DMS. Wisconsin Medicaid does *not* reimburse personal care providers for DME or nutritional supplements.

## 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 clicking on the "Certification Tracking Search" quick link in the Provider area of the Portal and 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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### Availability of Records to Authorized Personnel

The DHCAA has the right to inspect, review, audit, and reproduce provider records pursuant to [HFS 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.

### 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.

### Documentation for Accompanying Member to Medical Appointments

When it is medically necessary to accompany a member to a medical appointment and the member is traveling by common carrier, the provider should document the medically necessary personal care services provided while the PCW accompanies the member. If the PCW does not provide any medically necessary ADL or delegated nursing acts identified in the POC, then the provider should not bill BadgerCare Plus for accompanying the member to medical appointments.

If a PCW must remain with the member during the medical appointment, the provider is required to document the medically necessary services provided during the appointment. The services provided by the PCW may not duplicate services that the medical professional is responsible for providing for the member. BadgerCare Plus personal care services do not cover supervision of the member as stated in [HFS 107.11\[5\]](#), and [HFS 107.112\[4\]](#), Wis. Admin. Code.

Assistance with ADL and delegated nursing acts that can be provided before the member leaves home for the medical appointment or upon his or her return home for the medical appointment or upon his or her return home do not support the need for the PCW to accompany the member to the medical appointment. For the PCW to accompany the member to the medical appointment, documentation must include the ADL, the delegated nursing acts, and the medical necessity for the provision of the ADL and delegated nursing acts while the PCW accompanies the member to the medical appointment.

## Financial Records

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

## 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.

## Optional Documentation Forms

Providers may use the following optional forms to document PCW experience, personal care service provided, and travel time. Providers are not required to use these forms; however, they may be useful for agency record-keeping purposes. If providers choose to use these forms or adapt them to fit the agency's specific business needs, the agency's legal counsel should review them and confirm that they conform to the agency's policies. The optional documentation forms include the following:

- [Optional Employee/Member Roster](#). This form may be used to record information about an employee and the members for whom he or she provides care.
- Optional record of care forms. All of the following forms fulfill documentation requirements if filled out properly and completely:
  - [Optional Documentation Form for Travel Time and Time of Service](#). Providers may also refer to a completed [sample](#) of this form.

*Note:* This form is not detailed enough to be a PCW assignment sheet.

- [Personal Care Worker Weekly Record of Care](#). Providers may also refer to a completed [sample](#) of this form. This form allows a PCW to record Medicaid-covered personal care services provided to a single member for a period of one week. The form will allow the PCW to record time spent providing covered services, even if services not funded by Medicaid are performed during the same visit. The form may also be used if only Medicaid-funded services are provided.
- [Personal Care Workers Daily Record of Care](#). Providers may also refer to a completed [sample](#) of this form. This form is suitable for more than one PCW to record personal care services provided to a single member residing in a group living situation. It may be used by up to nine PCWs in a 24-hour period or any portion thereof, such as an eight-hour shift.

## Personal Care and Travel Time

According to [HFS 106.02\(9\)\(f\)](#), Wis. Admin. Code, covered services are not reimbursable under Wisconsin Medicaid unless the documentation and medical record keeping requirements are met. Documentation is monitored during the audit process.

Provider records must support that all time billed to Wisconsin Medicaid is actual (within rounding guidelines), necessary, and reasonable. Providers will only be reimbursed by Wisconsin Medicaid for personal care time and travel time actually provided (within rounding guidelines), even if PA allows for additional time.

For each DOS billed to Wisconsin Medicaid, the following must be documented:

1. Where and when travel started and ended.
2. When each period of personal care started and ended.
3. When and where return travel started and ended.

## Using a Computer-Generated Mileage Program

Providers may use a computer-generated mileage program to document travel time, if preferred. The program must provide the *shortest* distance between points in both miles and minutes when documenting PCW travel time. If a computer-generated method is used, the provider is required to adhere to the following documentation standards:

- Establish a routine itinerary for each PCW using the following guidelines:
  - The routine itinerary must be based on travel to and from authorized locations. The only authorized locations for calculating travel time are the previous or following personal care appointment, the PCW's residence, or the provider's office.
  - A PCW may deviate from the routine itinerary to make stops between authorized locations if the time billed does not differ from the routine itinerary for that day.
  - When a PCW changes the routine itinerary a new itinerary must be documented.
- Schedule PCW visits to maximize travel time so that the service is delivered in a cost-effective manner, according to [HFS 101.03\(96m\)](#), Wis. Admin. Code. This requirement is also in effect when routine itineraries are utilized.
- Bill travel time only for dates that the PCW actually provided personal care services to the member.
- Maintain the following information on file in the agency records:
  - The computer-generated map documenting the shortest distance and time between travel locations.
  - The routine itineraries for each PCW.
  - The addresses of locations for which "to" and "from" travel occurs.
  - The member's name and address.
  - The DOS, start and end times, and personal care services provided.

## 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 [HFS 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 Maintenance

Medicaid-certified personal care providers have the responsibility to maintain all agency, member-related, and employee records listed in [HFS 105.17](#) and [HFS 106.02\(9\)](#), Wis. Admin. Code.

This responsibility can be satisfied if the Medicaid-certified provider maintains the records on premises. If services are contracted, the provider may require the subcontractor to maintain records. However, the Medicaid-certified provider retains all responsibility to assure compliance with requirements.

### Agency Records

According to [HFS 105.17\(4\)](#), Wis. Admin. Code, the Medicaid-certified personal care provider or its subcontractor(s) is required to maintain the following agency records:

- Written personnel policies.
- Written job descriptions.
- A written plan of operations indicating the entire process of member care, from making referrals through delivery of services and follow-up.
- A written statement defining the scope of personal care services provided, including the population being served, service needs, and service priorities.
- Workers' time sheets.
- Health care records of members.
- Contracts with contract workers and other agencies.

### Member-Related Records

According to [HFS 105.17\(1\)\(g\)](#), Wis. Admin. Code, the Medicaid-certified provider or its subcontractor(s) is required to maintain the following member records:

- The nursing assessment, signed physician orders, and POC for the recipient.
- The PCW assignment, record of all assignments, and record of RN supervisory visits.
- The record of all visits by the PCW, including observations and assigned activities, completed and not completed.
- A copy of written agreements between the personal care provider and RN supervisor, if applicable.

## Employee Records

The Medicaid-certified provider or its subcontractor(s) is required to maintain the following employee records:

- Employee information including name, address, salary, job qualifications, job title, and dates of employment.
- The PCW's qualifications, including the 40 hours of training or six months of equivalent experience.
- PCW in-service training, if appropriate.
- Records of supervisory visits and performance evaluations.
- Background information to demonstrate that the PCW has not been convicted of a crime which directly relates to the occupation of providing personal care or other health care services, according to [HFS 105.17\(3\)\(a\)4](#), Wis. Admin. Code.

Medicaid-certified personal care providers are responsible to ensure that the PCWs hired or contract with meet the background information requirement. To evaluate the employee's background, providers may request records from the [State of Wisconsin DOJ](#). If a conviction or arrest record is found, providers should take steps to determine what the record is for and take this information into account when hiring a PCW. Personal care providers that are also licensed [home health agencies](#) should refer to the home health agency service area.

## 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 [HFS 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.

# Training

Providers are required to maintain documentation of the PCW's qualifications according to [HFS 105.17\(4\)\(e\)](#), Wis. Admin. Code. Documentation of an individual worker's personal care [training](#) and experience should include at least one of the following:

- Certificate of completion of a PCW training program.
- Verification of experience, including dates of equivalent experience, description of tasks performed, and population served.

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

### Business Operations

The Medicaid-certified provider is responsible for the following:

- Possessing the capacity to enter into a legally binding contract.
- Documenting the following in the certification application:
  - Cost-effective provision of services.
  - Adequate resources to maintain a cash flow sufficient to cover operating expenses for 60 days.
  - A written plan of operation describing the entire process from referral through delivery of services and follow-up.
- Documenting a financial accounting system that complies with generally accepted accounting principles.
- Submitting claims to Wisconsin Medicaid for personal care and travel time services, RN supervisory visits, and DMS to receive Wisconsin Medicaid reimbursement.

### Case Sharing

If more than one Medicaid-certified home care provider provides care to a member, the case becomes a shared case. Personal care providers sharing a case with other personal care agencies, home health agencies, or NIP should document their communication with the other providers regarding member needs, POC, and scheduling. This will ensure coordination of services and continuity of care, while also preventing duplication of services being provided to a member.

Each personal care provider is responsible for supervision of its own PCWs by an RN supervisor. Each provider may be reimbursed by Wisconsin Medicaid for RN supervision of the PCW.

### 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.

If a Medicaid-certified personal care agency contracts for services, it is required to enter into a written contract for any personal care services provided by any outside personnel for which it bills Wisconsin Medicaid and maintain a copy of the contract on file according to [HFS 105.17\(1\)\(p\)](#), Wis. Admin. Code.

## Duties of Registered Nurse Supervisor

To assure quality of care, RN supervisors are required to evaluate, coordinate, and supervise personal care services for each member. Supervision is defined as intermittent face-to-face contact between supervisor and assistant and a regular review of the assistant's work by the supervisor, according to [HFS 101.03\(173\)](#), Wis. Admin. Code. Supervision includes observation of the PCW performing tasks.

According to [HFS 105.17\(2\)\(b\)](#) and [HFS 107.112\(3\)](#), Wis. Admin. Code, an RN supervisor is required to:

- Evaluate the member's needs and preferences for service and make referrals to other services as appropriate.
- Secure signed and written orders from the member's physician. Orders are to be renewed every three months unless one of the following situations occurs:
  - The physician specifies that orders covering a period up to one year are appropriate.
  - The member's needs change. Licensed home health agencies must follow the more stringent requirements for obtaining physician's orders in [HFS 133](#), Wis. Admin. Code.
- Manage the POC by performing the following:
  - Develop the [POC](#), giving full consideration to the member's preferences for service arrangements and choice of PCWs.
  - Interpret the POC to the PCW.
  - Assure that a copy of the POC, including the dated and signed physician orders, is filed in the member's medical record.

- Review the POC at least every 60 days and update as necessary.
- Develop appropriate time and service reporting mechanisms for PCWs and instruct the PCWs on their use.
- Assure the competency of the PCW and perform the following:
  - Assign the PCW to a specific member to perform specific tasks.
  - Interpret the POC to the PCW(s).
  - Give the PCW written instructions about the services to be performed and demonstrate how to perform the services.
  - Evaluate and document the competency of the PCW to perform necessary services before he or she provides these services.
- Visit the member to observe the PCW providing care in the home.

## 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:

- o Law — Wisconsin Statutes: [49.43-49.499](#), [49.665](#), and [49.473](#).
- o Regulation — Wisconsin Administrative Code, Chapters [HFS 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\(2\)\(b\)6.i](#), Wis. Stats., and [HFS 105.17](#) and [HFS 107.112](#), Wis. Admin. Code, provide the legal framework for personal care services.

Section [441.04](#), [441.05](#), [441.06](#), [448.07](#), Wis. Stats., HFS 105.17 and HFS 107.112, Wis. Admin. Code, and Wisconsin Board of Nursing Administration Code ch. [N 6](#) provide the legal framework for professional nursing and medicine services.

Medicaid-certified personal care providers are required to meet the defined standards of business operations, record maintenance, personnel management, responsiveness to recipients, and documentation according to HFS 105.17, Wis. Admin. Code.

## Member Rights

Personal care members have the same rights afforded to all ForwardHealth program members as detailed in [HFS 104](#), Wis. Admin. Code. According to [HFS 105.17\(1\)](#), Wis. Admin. Code, personal care providers are also required to:

- Document a grievance mechanism to resolve members' complaints about personal care services, including a personal care provider's decision not to hire a member's choice of PCW.
- Document a quality assurance mechanism and quality assurance activities.
- Give full consideration to a member's preferences for service arrangements and choice of PCW(s).

Providers should provide members with the [Member Services](#) contact information for assistance.

## Personal Care Worker Duties

According to [HFS 105.17\(3\)\(b\)](#), Wis. Admin. Code, the PCW has the following duties:

- Perform tasks for which he or she is trained that are assigned by the RN supervisor.
- Report in writing to the RN supervisor on each assignment.
- Report any changes in the member's condition to the RN supervisor.
- Confer, as required, with the RN supervisor regarding the member's progress.

## Personal Care Worker Guidelines for Completing a Record of Care

PCWs are required to record the following information about the services provided to members on a record of care form:

- The *actual* start time and end time of personal care each day.
- The time *actually* spent providing Medicaid-covered tasks, not the time estimated by the agency or on the PA.
- A record of care for each member services are provided to each day.
- Indicate each task performed by entering one of the following on the record of care:
  - o A checkmark for each task.
  - o The number of minutes spent on each task.
  - o the time each task was started and ended.

PCWs may use an optional [record of care](#) form offered by Wisconsin Medicaid or a record or care provided by the agency. PCWs may complete the record of care at the end of each shift based on memory, rather than immediately after each task is performed.

The member's signature and date of signature is required on all records of care completed by PCWs. If the member does not sign the record of care, the agency must document the reason why in the medical record.

## Personnel Management

The Medicaid-certified provider is required to:

- Document a system of personnel management if more than one PCW is employed.
- Employ or contract with PCWs to provide personal care services.
- Document in the certification application that employees possess knowledge, training, and experience with the special needs of the member groups receiving services, including independent living needs.
- Employ trained workers, train the workers, or arrange and pay for training of employed or subcontracted PCWs as necessary.
- Employ or contract with at least one qualified RN.
- Supervise the provision of personal care services.
- Ensure that qualifications and requirements of the RN supervisor and PCW are met or are being met.
- Perform all functions and provide all services specified in a written personal care provider contract between the personal care provider and PCWs under contract, and maintain a copy of that contract on file. Document performance of PCWs under contract by maintaining time sheets of PCWs that show the types and duration of services provided, by funding source.
- Provide the PCW with the basic materials and equipment needed to deliver personal care services.
- Evaluate and document each PCW's work performance on a periodic basis.

## Registered Nurse Visit

At least once every 60 days, the RN shall visit each member's home and, based on the home visit, complete the following activities for each recipient, based on [HFS 107-112](#), Wis. Admin. Code:

- Review and evaluate the member's medical condition and medical needs according to the written POC during the period in which care is being provided.
- Determine whether the current level of services, including frequency and duration of service, continue to be appropriate to treat the recipient's medical condition.
- Discuss with the physician any changes necessary to the POC.
- Discuss and review with the recipient or representative, as appropriate, the services provided by the PCW and the recipient's needs and preferences.
- Review the worker's daily record.
- Document each supervisory visit in the recipient's medical record.

## Registered Nurse Supervision Less Frequently Than Every 60 Days

Some personal care members request that the supervising RN visit the member's home less frequently than every 60 days. In this case, the DHS may grant a variance to the RN 60-day supervisory home visit rule if it finds that all criteria outlined in [HFS 106.13](#), Wis. Admin. Code, are met.

## Responsiveness to Members

The Medicaid-certified provider is required to:

- Give full consideration to a member's preferences for service arrangements and choice of PCW(s).
- Document a grievance mechanism to resolve members' complaints about personal care services, including a personal care provider's decision not to hire a members' choice of a PCW.
- Document a quality assurance mechanism and quality assurance activities.
- Cooperate with other health and social service agencies in the area and with interested community referral groups to avoid duplication of services and provide coordination of personal care services to members.

## 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.](#)"

## Personal Care Agency Personnel Qualifications

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### Personal Care Worker Equivalent Experience

Providers are encouraged to have all employees complete a 40-hour personal care training course. However, a worker may qualify as a PCW with six or more months of equivalent experience providing personal care. The provider is responsible for assuring that the equivalent experience is commensurate with the amount, variety, and scope of care that the PCW will be providing. Common examples of experience considered equivalent to the classroom experience include the following:

- Six months of full-time or one year of half-time employment as a nursing home or hospital aide, attendant, medical day treatment aide, or home health agency worker.
- Six months previous experience providing personal care services for a relative if the worker will continue to provide the same care as an employee of a personal care agency. However, if a relative has not previously cared for the member but wants to do so under BadgerCare Plus or Medicaid, the 40-hour training requirement must be satisfied.

If a PCW's experience has been confined to a limited range of tasks (e.g., bathing or dressing) or a specific population (e.g., persons with physical disabilities or children), the agency is required to limit the PCW's assignments to similar tasks or population. If the duties are not equivalent to the PCW's experience, the 40-hour training course must be completed.

Providers may also consider other settings where the PCW may have gained experience, however; regardless of the PCW's experience:

- The provider is responsible for ensuring that the worker's experience is commensurate with the type of care that the worker will be providing.
- The supervising RN is required to assign the worker to do specific tasks for which he or she has been trained.
- The worker is limited to performing only those tasks and services as assigned for each member and for which he or she has been specifically trained.

### Personal Care Worker Training

Medicaid-certified personal care agencies are required to employ trained PCWs or train or arrange and pay for training of employed or contracted PCWs according to [HFS 105.17\(1\)\(i\)](#), Wis. Admin. Code.

The costs to personal care agencies for PCW training are administrative and are not separately reimbursable by Wisconsin Medicaid.

[HFS 105.17\(3\)\(a\)1](#), Wis. Admin. Code, requires personal care training to consist of a minimum of 40 classroom hours, at least 25 of which shall be devoted to personal and restorative care, or six months of equivalent experience.

To assure quality of care, the agency is required to ensure that PCWs have the training and experience to perform assigned tasks and know the special needs of the disability group to which the member belongs. If a PCW:

- Lacks experience to perform specific personal care tasks and has not had training, the agency should ensure that the worker completes the 40-hour training class before assigning the new task.
- Has had training or experience providing personal care tasks, but lacks experience with the disability group to which the supervising RN wishes to assign the worker, the agency is required to provide and document whatever training is necessary to assure the PCW's competence.

The PCW training should be conducted by one of the following:

- RN supervisor of PCWs.
- Vocational, technical, and adult education system instructor.
- Home health agency RN.

The content and adequacy of the training program are the responsibility of the provider. Training programs do not require approval of the DHS. Licensed [home health agencies](#) should refer to the [home health service area](#) for further information.



## Training for Medically Oriented Tasks

Medically oriented tasks are usually assigned for specific members on a case-by-case basis and usually are not included in the basic 40-hour PCW training curriculum.

If a medically oriented task is added to the PCW's duties after the worker qualifies to provide services through the 40-hour training class or equivalent experience, the delegating RN must train the worker for that specific task and that specific member following the requirements for delegation in ch. [N 6](#), Wis. Admin. Code.

## Personal Care Workers

Medicaid-certified providers are responsible for assuring that the PCWs employed or contracted with the agency meet the following requirements according to [HFS 105.17\(3\)\(a\)](#), Wis. Admin. Code:

- Have documented training in the provision of personal care services for the population served, (e.g., persons with developmental disabilities or physical disabilities, older adults, etc.) with whom he or she works.
- Not be a legally responsible relative of the member under s. [49.90\(1\)](#), Wis. Stats. A legally responsible relative is defined as a spouse or the parent of a child under 18 years of age.
- Not be a person who has been convicted of a crime that directly relates to the occupation of providing personal care or other health care services. Licensed home health agencies should also refer to the [home health](#) service area for further information.

## Registered Nurse Supervisors

[HFS 105.17\(2\)\(a\)](#), Wis. Admin. Code, requires an RN supervisor under contract with or employed by a Medicaid-certified personal care agency to meet all of the following qualifications:

- Be licensed in Wisconsin pursuant to s. [441.06](#), Wis. Stats. (ForwardHealth will not waive this qualification of [HFS 105.17\[2\]](#), Wis. Admin. Code, for any applicant.)
- Be a public health nurse or be currently or previously employed by a home health agency, an independent living center, or a hospital rehabilitation unit.
- Provide documentation of experience in the provision of personal care services in the home.

## Applying for a Variance to Qualifications

BadgerCare Plus and Medicaid recognize that there are situations under which personal care agencies may need to employ an RN who does not have the required home care experience to supervise PCWs. Any personal care agency that wishes to contract with or employ an RN to supervise PCWs who does not meet the provisions stated in [HFS 105.17\(2\)](#), Wis. Admin. Code, is required to submit a request to ForwardHealth for a waiver of these qualifications.

The [Request for Discretionary Waiver of Qualifications for a Registered Nurse Supervisor](#) form was developed to expedite the waiver request process and help providers include all necessary information with the request. Providers may develop their own form; however, the request must contain all of the information listed in the Request for Discretionary Waiver of Qualifications for a Registered Nurse Supervisor form and the RN's resume *must* be included.

### Waiver of Qualifications Approval Condition

As a condition of the waiver, the requesting agency agrees to arrange for an RN supervisor of PCWs who meets [HFS 105.17\(2\)](#), Wis. Admin. Code, requirements to mentor the RN supervisor applicant for six months. The six-month mentoring period begins on the date indicated on the waiver approval letter from ForwardHealth. After the six-month mentoring period has ended, the RN for whom the qualifications were waived is considered to have fulfilled the qualifications of [HFS 105.17\(2\)](#), Wis. Admin. Code, and may supervise PCWs without the assistance of a mentor.

## Types of Personnel

Medicaid-certified personal care agencies may employ or contract with RN supervisors and PCWs according to [HFS 105.17\(1\)](#), Wis. Admin. Code. Licensed home health agencies should refer to the [home health](#) service area for further information.



## **Provider Numbers**

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# **Exemptions to Federal National Provider Identifier Provider Number Requirements**

Personal care only providers, SMV providers, blood banks, and CCOs are exempt from Federal NPI requirements.

## **Provider Numbers**

Providers exempt from federal NPI requirements are to indicate their provider ID for billing, rendering, referring, attending, and prescribing on all paper and electronic claims.

## 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](#).

### Advisory Committees

The Home Care Advisory Committee and the Home Care Consumer Advisory Committee advise the DHS and act as a communication link between the DHS, providers, and members. Personal care providers and members are represented on the committees. Information on the advisory committees is available by writing to the DHCAA at:

Division of Health Care Access and Accountability  
1 W Wilson St  
Room 350  
PO Box 309  
Madison WI 53701-0309

### Ending Participation

Providers other than home health agencies and nursing facilities may terminate participation in ForwardHealth according to [HFS 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 [HFS 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 [HFS 102](#), [103](#), [104](#), [105](#), [107](#), and [108](#), Wis. Admin. Code. Rules that are not considered for a discretionary waiver or variance are included in [HFS 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

## Sanctions

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### Intermediate Sanctions

According to [HFS 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 [HFS 106.12](#), Wis. Admin. Code.

Any sanction imposed by the DHS may be appealed by the provider under HFS 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 [HFS 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 [HFS 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:11/28/2008

## 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 from the [ForwardHealth Portal](#). Providers may also obtain the software by contacting 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 [HFS 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 [HFS 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.
- 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.

## 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. Providers will receive an RA from the appropriate ForwardHealth program when they have at least one claim, adjustment request, or financial transaction processed. An RA is generated regardless of how a claim or adjustment is submitted (electronically or on paper).

### An Overview of the Remittance Advice

Providers that are exempt from NPI requirements will see their provider number listed as the "Payee ID" on their RA.

### 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. 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.

### 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

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 for the 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.

## 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

One paper copy of each RA is mailed to the provider.

Providers who receive the paper RA may also access RAs through their secure [ForwardHealth Portal](#) accounts. The main page of the secure Portal account lists the last 10 RAs issued to the provider.

Providers may choose to opt out of receiving a paper RA by sending a written request to the following address:

ForwardHealth  
Provider Maintenance  
6406 Bridge Rd  
Madison WI 53784-0006

*Note:* Providers who do not receive a paper RA can not view the RA on the Portal. Providers who opt out of receiving the paper RA should make sure they receive the electronic 835 transaction.

Providers may obtain additional paper copies of the RA by sending a written request to the following address:

ForwardHealth  
Written Correspondence  
6406 Bridge Rd  
Madison WI 53784-0005

Providers may call [Provider Services](#) to request additional paper copies of the RA.

## 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.

## Prior Authorization Number on the Remittance Advice

The RA reports PA numbers used to process the claim. PA numbers appear in the detail lines of claims processing information.

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

### Address Page

The Address page displays the provider name and "Pay to" address of the provider for purposes of mailing the paper RA.

### 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, so providers who receive multiple RAs should read all of their banner messages.

## Explanation of Benefits Code Descriptions

The [EOB Code Descriptions](#) section lists all EOB codes reported on the RA with corresponding descriptions.

## 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 produced and mailed to providers after each financial cycle is completed. Therefore, providers might receive RAs 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 receive the RAs generated by these financial transactions at any time during the week.

## Remittance Advice Generated by Payer and by Provider Certification

Providers may receive an RA 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.

*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.

## 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 includes the following sections:

- Address page.
- Banner messages.
- Paper check, if applicable.
- Claims processing information.
- EOB code descriptions.
- Financial transactions.
- Service code descriptions.
- Summary.

## Remittance Advice Header Information

The first page of each section of the RA (except the address page) 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 during which 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.

### Billing Requirements

For each DOS, the provider is required to bill only for the amount of time it actually takes to complete the tasks. For each day and for all personal care services provided (regardless of the number of PCWs assisting the member each day), the provider is to add up the time and round it to the nearest unit for billing the DOS. The number of units billed for the week should not exceed the number authorized for the week.

The provider should reduce the amount of time billed if time was authorized for tasks that were not provided as indicated on the PCST. The reduced amount should be proportionate to the amount allocated by the PCST and authorized by BadgerCare Plus. Authorized services that are provided less often than indicated on the PCST (i.e., number of times per day or days per week) may be recouped.

### Copayment Amounts

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

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

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

### Exceptions to the Submission Deadline

State and federal laws provide eight exceptions to the submission deadline. According to federal regulations and [HFS 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](#).

# Frequencies Indicated on the Personal Care Screening Tool and Requested on the Prior Authorization Request Form

The documentation for PCW services indicated on the PCST, should match the frequencies on the PA/RF, physician orders, and the POC.

For example, if the screener indicated on the PCST that PCW services would be provided five days per week, then the same frequency must be indicated in the following documents:

- PA/RF. The provider must request the number of units needed to provide services for the member five days per week.
- Physician orders. The physician orders must clearly indicate that medically necessary services are ordered five days per week.
- Plan of care. The POC must state that services are to be provided five days per week.

It is imperative that medical records accurately reflect the correlation among physician orders, POC, PCST, and the daily documentation for PCW services.

During an audit, Division of Health Care Access and Accountability staff will check frequencies on the PCST, the PA/RF, the physician orders, the POC, and daily documentation to verify that the frequencies match or have been prorated according to the services provided. In addition, the frequencies indicated on the PCST should also reflect the frequencies per day per week that the agency providing personal care services will provide. For example, if services indicated on the PCST are to be provided five days per week, the provider may not then use the total weekly allocation for less than five days per week.

## 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.

## **Home and Community-Based Waiver Requirements**

According to home and community-based waiver requirements, providers are required to submit claims for BadgerCare Plus fee-for-service services prior to utilizing Medicaid waiver funds for services available under fee-for-service in the state plan (Medicaid Community Waivers Manual, Chapter 1, section 1.08[11]).

Providers may not discriminate against BadgerCare Plus or Medicaid members by charging a higher fee for the services than is charged to non-BadgerCare Plus or Medicaid patients.

## Submission

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### Attached Documentation

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

### 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.

### Date of Service

Providers are required to submit claims for each DOS that care was provided. When submitting claims, a maximum of four DOS may be entered on one detail line, given the following conditions:

- All DOS are in the same calendar month.
- Procedure codes are the same for all four DOS.
- The charges for the procedures are identical for each DOS.
- The quantity of units is the same for all DOS.

The quantity entered for each detail line represents the number of units for each day, multiplied by the number of days of service. Similarly, the charges for each detail line represent the charges for that service multiplied by the number of days of service.

If two or more detail lines must be used for the same procedure/revenue code (e.g., when billing more than four identical DOS in a calendar month), the additional DOS that can be billed to the same procedure/revenue code must be indicated on a separate detail line. The appropriate units and charges for those DOS must also be included.

Each detail line must include the correct units and charges for the dates on that line.

### 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.

## Personal Care Services

Electronic claims for personal care services must be submitted using the 837I transaction. Electronic claims for personal care services submitted using any transaction other than the 837I will be denied.

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

## Disposable Medical Supplies

Electronic claims for DMS must be submitted using the 837P transaction. Claims for DMS-related personal care services submitted using any transaction other than the 837P are 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](#).

## Extraordinary Claims

[Extraordinary claims](#) are claims that have been denied by a BadgerCare Plus HMO or SSI HMO and should be submitted to fee-for-service.

## HIPAA-Compliant Data Requirements

### Procedure Codes

All fields submitted on paper and electronic claims will be 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, 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.

## Managed Care Organizations

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

## Multiple Members in a Single Location

If personal care services are provided to more than one member at a single location, providers should only bill for the actual time spent by the PCW (rounded to the nearest 15-minute increment). Refer to the following for examples:

- *Services performed in sequence.* If the agency is providing bathing and dressing services to a husband and wife in the same home, submit claims separately for the actual time spent (within rounding guidelines) providing services for each member. The total time billed cannot exceed the actual time spent giving care, within rounding guidelines.
- *Services performed simultaneously.* Submit claims only once for tasks that are simultaneously performed for more than one member at a time. Examples include cleaning, laundry, grocery shopping, meal preparation, and travel time.
  - Services incidental to ADL: If it takes two hours to provide cleaning, laundry, and meal preparation for a husband and wife who are both BadgerCare Plus Standard Plan members and live in the same home, bill for one hour for the husband and one hour for the wife. Billing two hours for each member is duplicate billing and would be subject to recoupment.
  - Travel time: If the agency is providing personal care services for two members residing in a CBRF, add travel time to and from the CBRF, round to the nearest 15-minute increment, and bill for one member only. Billing the total travel time to each member is duplicate billing and would be subject to recoupment.

## Noncertified Providers

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

## 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**

## **Personal Care Services**

Paper claims for personal care services must be submitted using the UB-04 Claim Form. Claims for personal care services submitted on any other paper claim form are denied.

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

## **Disposable Medical Supplies**

Paper claims for DMS services must be submitted using the UB-04 Claim Form. Claims for DMS services submitted on any other paper claim form are denied.

Providers should refer to the [DMS](#) service area and use the appropriate claim form instructions for DMS services when submitting these claims.

## **Obtaining the Claim Forms**

ForwardHealth does not provide the UB-04 Claim Form. The form may be obtained from any federal forms supplier.

## Personal Care and Travel Time Services Not Prior Authorized

Wisconsin Medicaid allows Medicaid-certified providers to be reimbursed for the first 50 hours of medically necessary personal care and travel time services per calendar year, per member in any combination of prior authorized or non-prior authorized hours. All prior authorized and non-prior authorized services reimbursed in the calendar year, regardless of DOS or when the claim is submitted, count toward this 50-hour threshold. Therefore, providers should take care to delay submitting claims for prior authorized personal care hours until *after* claims for non-authorized hours have been finalized.

Providers should submit claims for all personal care and travel time services without PA on a separate claim form from those services with PA.

## 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

## UB-04 (CMS 1450) Claim Form Instructions for Personal Care Services

A [sample UB-04 claim form](#) is available for personal care services.

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

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

Members enrolled in ForwardHealth receive a ForwardHealth identification card. Always verify a member's enrollment before providing nonemergency services to determine if there are any limitations on covered services and to obtain the correct spelling of the member's name. Refer to the Online Handbook in the Provider area of the [ForwardHealth Portal](#) for more information about verifying enrollment.

*Note:* Each provider is solely responsible for the truthfulness, accuracy, timeliness, and completeness of claims relating to reimbursement for services submitted to ForwardHealth.

Submit completed paper claims to the following address:

ForwardHealth  
Claims and Adjustments

6406 Bridge Rd  
Madison WI 53784-0410

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

Enter the name of the provider submitting the claim and the practice location address. The minimum requirement is the provider's name, city, state, and ZIP+4 code. The name in Form Locator 1 should correspond with the provider number in Form Locator 57.

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

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

Providers may enter up to 20 characters of the patient's internal office account number. This number will appear on the RA and/or the 835 transaction.

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

Enter the number assigned to the patient's medical/health record by the provider. This number will appear on the RA and/or the 835 transaction.

**Form Locator 4 — Type of Bill**

Enter the three-digit type of bill code. Type of bill codes for personal care providers include the following:

- 331 = Admit through discharge claim.
- 332 = Interim — first claim.
- 333 = Interim — continuing claim.
- 334 = Interim — final claim.

**Form Locator 5 — Fed. Tax No.**

Data is 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 provider's federal tax identification number.

**Form Locator 6 — Statement Covers Period (From — Through) (not required)**

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

**Form Locator 8 a-b — Patient Name**

Enter the member's last name and first name, separated by a space or comma, in Form Locator 8b. Use Wisconsin's EVS to obtain the correct spelling of the member's name. If the name or spelling of the name on the ForwardHealth card and the EVS do not match, use the spelling from the EVS.

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

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

**Form Locator 10 — Birthdate**

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

**Form Locator 11 — Sex**

Specify the member's gender as male with an "M" or female with an "F." If the member's gender is unknown, enter "U."

**Form Locator 12 — Admission Date (not required)**

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

**Form Locator 14 — Admission Type (not required)**

**Form Locator 15 — Admission Src (not required)**

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

**Form Locator 17 — Stat (not required)****Form Locators 18-28 — Condition Codes (required, if applicable)**

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

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

If appropriate, enter the code and associated date defining a significant event relating to this claim that may affect payer processing. All dates must be printed in the MMDDYY format. Refer to the UB-04 Billing Manual for more information.

**Form Locator 35-36 — Occurrence Span Code (From — Through) (not required)****Form Locator 37 — Unlabeled Field (not required)****Form Locator 38 — Responsible Party Name and Address (not required)****Form Locators 39-41 a-d — Value Code and Amount (not required)****Form Locator 42 — Rev. Cd.**

Enter the appropriate four-digit revenue code as defined by the NUBC that identifies a specific accommodation or ancillary service. Refer to personal care publications or the UB-04 Billing Manual for information and codes.

**Form Locator 43 — Description**

Do not enter any dates in this element.

**Form Locator 44 — HCPCS/Rate/HIPPS Code**

Enter the appropriate five-digit procedure code and the appropriate modifier. Refer to the personal care service area for appropriate modifiers.

**Form Locator 45 — Serv. Date**

Enter the single "from" DOS in MMDDYY format in this form locator.

**Form Locator 46 — Serv. Units**

Enter the number of units of service or visits where appropriate. For each DOS, indicate whole units rounded to the nearest 15 minutes (15 minutes = 1 unit).

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

Enter the usual and customary charges for each line item.

**Form Locator 48 — Non-covered Charges (not required)****Form Locator 49 — Unlabeled Field**

Enter the "to" DOS in DD format. A range of consecutive dates may be indicated only if the revenue code, the procedure code (and modifiers, if applicable), the service units, and the charge were identical for each date within the range.

**Detail Line 23****PAGE \_\_\_ OF \_\_\_**

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

**CREATION DATE (not required)****TOTALS**

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

**Form Locator 50 A-C — Payer Name**

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

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

Enter the actual amount paid by commercial health insurance. (If the dollar amount indicated in Form Locator 54 is greater than zero, "OI-P" must be indicated in Form Locator 80.) If the commercial health insurance denied the claim, enter "000." Do not enter Medicare-paid amounts in this field.

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

**Form Locator 55 A-C — Est. Amount Due (not required)****Form Locator 56 — NPI(not required)****Form Locator 57 — Other Provider ID**

Enter the provider number in this element. The provider number in Form Locator 57 should correspond with the name in Form Locator 1.

**Form Locator 58 A-C — Insured's Name**

Data is 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.

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

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

**Form Locator 61 A-C — Group Name (not required)****Form Locator 62 A-C — Insurance Group No. (not required)****Form Locator 63 A-C — Treatment Authorization Codes (not required)****Form Locator 64 A-C — Document Control Number (not required)****Form Locator 65 A-C — Employer Name (not required)****Form Locator 66 — Dx (not required)****Form Locator 67 — Prin. Diag. Cd.**

Enter the valid, most specific ICD-9-CM code (up to five digits) describing the principal diagnosis (e.g., the condition established after study to be chiefly responsible for causing the admission or other health care episode). Do not enter manifestation codes as the principal diagnosis; code the underlying disease first. The principal diagnosis may not include "E" (etiology) codes.

**Form Locators 67A-Q — Other Diag. Codes**

Enter valid, most specific ICD-9-CM diagnosis codes (up to five digits) corresponding to additional conditions that coexist at the time of admission, or develop subsequently, and that have an effect on the treatment received or the length of stay. Diagnoses that relate to an earlier episode and have no bearing on this episode are to be excluded. Providers should prioritize diagnosis codes as relevant to this claim.

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



**Form Locator 69 — Admit Dx (not required)**

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

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

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

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

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

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

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

**Form Locator 76 — Attending (not required)**

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

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

**Form Locator 80 — Remarks (enter information when applicable)**

### ***Commercial Health Insurance Billing Information***

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

When the member has dental ("DEN"), Medicare Cost ("MCC"), Medicare + Choice ("MPC") insurance only, or has no commercial health insurance, do not indicate an OI explanation code in Form Locator 80.

When the member has Wausau Health Protection Plan ("HPP"), BlueCross & BlueShield ("BLU"), Wisconsin Physicians Service ("WPS"), Medicare Supplement ("SUP"), TriCare ("CHA"), vision only ("VIS"), a health maintenance organization ("HMO"), or some other ("OTH") commercial health insurance, and the service requires commercial health insurance billing, then one of the following three OI explanation codes must be indicated in Form Locator 80. The description is not required, nor is the policyholder, plan name, group number, etc.

<b>Code</b>	<b>Description</b>
<b>OI-P</b>	PAID in part or in full by commercial health insurance or commercial HMO. In Form Locator 54 of this claim form, indicate the amount paid by commercial health insurance to the provider or to the insured.
<b>OI-D</b>	DENIED by commercial health insurance or commercial HMO following submission of a correct and complete claim, or payment was applied towards the coinsurance and deductible. Do not use this code unless the claim was actually billed to the commercial health insurer.
<b>OI-Y</b>	YES, the member has commercial health insurance or commercial HMO coverage, but it was not billed for reasons including, but not limited to the following: <ul style="list-style-type: none"> <li>• The member denied coverage or will not cooperate.</li> <li>• The provider knows the service in question is not covered by the carrier.</li> <li>• The member's commercial health insurance failed to respond to initial and follow-up claims.</li> <li>• Benefits are not assignable or cannot get assignment.</li> <li>• Benefits are exhausted.</li> </ul>

*Note:* The provider may not use OI-D or OI-Y if the member is covered by a commercial HMO and the HMO denied payment because an otherwise covered service was not rendered by a designated provider. Services covered by a commercial HMO are not reimbursable by ForwardHealth except for the copayment and deductible amounts. Providers who receive a capitation payment from the commercial HMO may not submit claims to ForwardHealth for services that are included in the capitation payment.

**Form Locator 81 a-d — CC (not required)**

## Timely Filing Appeals Requests

### Requirements

When a claim or adjustment request meets one of the [exceptions](#) to the submission deadline, the provider may submit a [Timely Filing Appeals Request](#) form. The Timely Filing Appeals Request form may be submitted with either a paper claim or an electronic claim.

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. 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) must be indicated on the Adjustment/Reconsideration Request form. This number may be the result of a ForwardHealth-initiated adjustment.	ForwardHealth Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050
Decision Made by a Court, Fair Hearing, or the Department of Health Services		
Description of the Exception	Documentation Requirements	Submission Address
This exception occurs when a decision is made by a court, fair hearing, or the DHS.	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	ForwardHealth Timely Filing Ste 50

submitted with the request.

6406 Bridge Rd  
Madison WI 53784-0050**Denial Due to Discrepancy Between the Member's Enrollment Information in ForwardHealth interChange and the Member's Actual Enrollment**

Description of the Exception	Documentation Requirements	Submission Address
This exception occurs when a claim is initially received by the deadline but is denied due to a discrepancy between the member's enrollment information in ForwardHealth interChange and the member's actual enrollment.	<p>To receive consideration, the following documentation must be submitted within 455 days from the DOS:</p> <ul style="list-style-type: none"> <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

**ForwardHealth Reconsideration or Recoupment**

Description of the Exception	Documentation Requirements	Submission Address
This exception occurs when ForwardHealth reconsiders a previously processed claim. ForwardHealth will initiate an adjustment on a previously paid claim.	If a subsequent provider submission is required, the request must be submitted within 90 days from the date of the RA message. A copy of the RA message that shows the ForwardHealth-initiated adjustment must be submitted with the request.	ForwardHealth Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050

**Retroactive Enrollment for Persons on General Relief**

Description of the Exception	Documentation Requirements	Submission Address
This exception occurs when the local county or tribal agency requests a return of a GR payment from the provider because a member has become retroactively enrolled for Wisconsin Medicaid or BadgerCare Plus.	<p>To receive consideration, the request must be submitted within 180 days from the date the backdated enrollment was added to the member's enrollment information. The request must be submitted with one of the following:</p> <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

**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	<p>To receive consideration, the following must be submitted within 90 days of the Medicare processing date:</p> <ul style="list-style-type: none"> <li>• A copy of the Medicare remittance information.</li> </ul>	ForwardHealth Timely Filing Ste 50 6406 Bridge Rd

<p>submission deadline will not be granted when Medicare denies a claim for one of the following reasons:</p> <ul style="list-style-type: none"> <li>• The charges were previously submitted to Medicare.</li> <li>• The member name and identification number do not match.</li> <li>• The services were previously denied by Medicare.</li> <li>• The provider retroactively applied for Medicare enrollment and did not become enrolled.</li> </ul>	<ul style="list-style-type: none"> <li>• The appropriate Medicare disclaimer code must be indicated on the claim.</li> </ul>	Madison WI 53784-0050
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#### Refund Request from an Other Health Insurance Source

Description of the Exception	Documentation Requirements	Submission Address
<p>This exception occurs when an other health insurance source reviews a previously paid claim and determines that reimbursement was inappropriate.</p>	<p>To receive consideration, the following documentation must be submitted within 90 days from the date of recoupment notification:</p> <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>	<p>ForwardHealth Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050</p>

#### Retroactive Member Enrollment

Description of the Exception	Documentation Requirements	Submission Address
<p>This exception occurs when a claim cannot be submitted within the submission deadline due to a delay in the determination of a member's retroactive enrollment.</p>	<p>To receive consideration, the request must be submitted within 180 days from the date the backdated enrollment was added to the member's enrollment information. In addition, "retroactive enrollment" must be indicated on the claim.</p>	<p>ForwardHealth Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050</p>

# Coordination of Benefits

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Archive Date:11/28/2008

## Coordination of Benefits:Commercial Health Insurance

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### Assignment of Insurance Benefits

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

Commercial health insurance companies may permit reimbursement to the provider or member. Providers should verify whether commercial health insurance benefits may be assigned to the provider. As indicated by the commercial health insurance, providers may be required to obtain approval from the member for this assignment of benefits.

If the provider is assigned benefits, providers should bill the commercial health insurance.

If the member is assigned insurance benefits, it is appropriate to submit a claim to ForwardHealth without billing the commercial health insurance. In this instance providers should indicate the appropriate other insurance indicator. ForwardHealth will bill the commercial health insurance.

### Claims for Services Denied by Commercial Health Insurance

If commercial health insurance denies or recoups payment for services that are covered, the provider may submit a claim for those services. To allow payment in this situation, providers are encouraged to follow the requirements (e.g., request PA before providing the service for covered services that require PA). If the requirements are followed, BadgerCare Plus may reimburse for the service up to the allowed amount (less any payments made by other health insurance sources).

### Commercial Fee-for-Service

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

### Commercial Managed Care

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

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

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

BadgerCare Plus will *not* reimburse the provider if the commercial managed care plan denied or would deny payment because a service otherwise covered under the commercial managed care plan was performed by a provider outside the plan. In addition, if a member receives a covered service outside his or her commercial managed care plan, the provider cannot collect payment from the member.

### Definition of Commercial Health Insurance

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

## Discounted Rates

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

- Their [usual and customary charge](#).
- The appropriate other insurance indicator.
- The amount, if any, actually received from commercial health insurance as the amount paid by commercial health insurance.

## Exhausting Commercial Health Insurance Sources

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

<b>Step 1. Determine if the Member Has Commercial Health Insurance</b>
<p><b>If Wisconsin's EVS does not indicate that the member has commercial health insurance</b>, the provider may submit a claim to ForwardHealth unless the provider is otherwise aware of commercial health insurance coverage.</p> <p><b>If the member disputes the information as it is indicated in the EVS</b>, the provider should submit a completed <a href="#">Other Coverage Discrepancy Report</a> form. Unless the service does not require other health insurance billing, the provider should allow at least two weeks before proceeding to Step 2.</p>
<b>Step 2. Determine if the Service Requires Other Health Insurance Billing</b>
<p><b>If the service requires other health insurance billing</b>, the provider should proceed to Step 3.</p> <p><b>If the service does not require other health insurance billing</b>, the provider should proceed in one of the following ways:</p> <ul style="list-style-type: none"> <li>• The provider is encouraged to bill commercial health insurance if he or she believes that benefits are available. Reimbursement from commercial health insurance may be greater than the BadgerCare Plus-allowed amount. If billing commercial health insurance first, the provider should proceed to Step 3.</li> <li>• The provider may submit a claim without indicating an other insurance indicator on the claim.</li> </ul> <p>The provider may not bill BadgerCare Plus and commercial health insurance simultaneously. Simultaneous billing may constitute fraud and interferes with BadgerCare Plus's ability to recover prior payments.</p>
<b>Step 3. Identify Assignment of Commercial Health Insurance Benefits</b>
<p>The provider should verify whether commercial health insurance benefits may be assigned to the provider. (As indicated by commercial health insurance, the provider may be required to obtain approval from the member for this assignment of benefits.)</p> <p>The provider should proceed in one of the following ways:</p> <ul style="list-style-type: none"> <li>• <b>If the provider is assigned benefits</b>, the provider should bill commercial health insurance and proceed to Step 4.</li> <li>• <b>If the member is assigned insurance benefits</b>, the provider may submit a claim (without billing commercial health insurance) using the appropriate other insurance indicator.</li> </ul> <p>If the commercial health insurance reimburses the member, the provider may collect the payment from the member. If the provider receives reimbursement from BadgerCare Plus and the member, the provider is required to return the lesser amount to BadgerCare Plus.</p>
<b>Step 4. Bill Commercial Health Insurance and Follow Up</b>
<p><b>If commercial health insurance denies or partially reimburses the provider for the claim</b>, the provider may proceed to Step 5.</p> <p><b>If commercial health insurance does not respond within 45 days</b>, the provider should follow up the original claim with an inquiry to commercial health insurance to determine the disposition of the claim. If commercial health insurance does not respond within 30 days of the inquiry, the provider may proceed to Step 5.</p>
<b>Step 5. Submit Claim to ForwardHealth</b>
<p><b>If only partial reimbursement is received, if the correct and complete claim is denied by commercial health insurance, or if</b></p>



**commercial health insurance does not respond to the original and follow-up claims**, the provider may submit a claim to ForwardHealth using the appropriate other insurance indicator. Commercial remittance information should not be attached to the claim.

## Members Unable to Obtain Services Under Managed Care Plan

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

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

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

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

- Indicate "OI-Y" on paper claims.
- Refer to the Wisconsin [Provider Electronic Solutions Manual](#) or the appropriate [837 companion document](#) to determine the appropriate other insurance indicator for electronic claims.

## Non-Reimbursable Commercial Managed Care Services

Providers are not reimbursed for the following:

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

## Other Insurance Indicators

Other insurance indicators are used to report results of commercial health insurance billing and to report when existing insurance was not billed. Providers are required to use these indicators as applicable on claims submitted for members with commercial health insurance. The intentional misuse of other insurance indicators to obtain inappropriate reimbursement constitutes fraud.

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

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

Providers should not use other insurance indicators when the following occur:

- Wisconsin's EVS indicates no commercial health insurance for the DOS.
- The service does not require other health insurance billing.
- Claim denials from other payers relating to NPI and related data should be resolved with that payer and not submitted to ForwardHealth. Payments made in these situations may be recouped.

## Documentation Requirements

Providers are required to prepare and maintain truthful, accurate, complete, legible, and concise documentation of efforts to bill commercial health insurance sources to substantiate other insurance indicators used on any claim, according to [HFS 106.02\(9\)\(a\)](#), Wis. Admin. Code.

## Services Not Requiring Commercial Health Insurance Billing

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

- Case management services.
- Family planning services.
- PNCC services.
- Preventive pediatric services.
- SMV services.

## Services Requiring Commercial Health Insurance Billing

If the EVS indicates the code **"DEN"** for "Other Coverage," the provider is required to bill dental services to commercial health insurance before submitting claims to ForwardHealth.

If the EVS indicates that the member has Wausau Health Protection Plan (**"HPP"**), BlueCross & BlueShield (**"BLU"**), Wisconsin Physicians Service (**"WPS"**), TriCare (**"CHA"**), or some other (**"OTH"**) commercial health insurance, the provider is required to bill the following services to commercial health insurance before submitting claims to ForwardHealth:

- Ambulance services, if provided as emergency services.
- Anesthetist services.
- Audiology services, unless provided in a nursing home or SNF.
- Blood bank services.
- Chiropractic services.
- CSP services.
- Dental services.
- DME (rental or purchase), prosthetics, and hearing aids if the billed amount is over \$10.00 per item.
- Home health services (excluding PC services).
- Hospice services.
- Hospital services, including inpatient or outpatient.
- Independent nurse, nurse practitioner, or nurse midwife services.
- Laboratory services.
- Medicare-covered services for members who have Medicare and commercial health insurance.
- Mental health/substance abuse services, including services delivered by providers other than physicians, regardless of POS.
- PT, OT, and SLP services, unless provided in a nursing home or SNF.
- Physician assistant services.
- Physician services, including surgery, surgical assistance, anesthesiology, or any service to a hospital inpatient. However, physician services provided to a woman whose primary diagnosis indicates a high-risk pregnancy do not require commercial health insurance billing.
- Pharmacy services for members with verified drug coverage.
- Podiatry services.
- PDN services for ventilator-dependent members.
- Radiology services.
- RHC services.
- Skilled nursing home care, if any DOS is within 30 days of the date of admission. If benefits greater than 30 days are available, the nursing home is required to continue to bill for them until those benefits are exhausted.
- Vision services over \$50, unless provided in a home, nursing home, or SNF.

If the EVS indicates the code **"VIS"** for "Other Coverage", the provider is required to bill the following services to commercial health insurance before submitting claims to ForwardHealth:

- Ophthalmology services.
- Optometrist services.

If the EVS indicates the code **"HMO"** for "Other Coverage," the provider is required to bill the following services to commercial health insurance before submitting claims to ForwardHealth:

- Ambulance services, if provided as emergency services.

- Anesthetist services.
- Audiology services, unless provided in a nursing home or SNF.
- Blood bank services.
- Chiropractic services.
- CSP services.
- Dental services.
- DME (rental or purchase), prosthetics, and hearing aids if the billed amount is over \$10.00 per item.
- Home health services (excluding PC services).
- Hospice services.
- Hospital services, including inpatient or outpatient regardless of the type of hospital.
- Independent nurse, nurse practitioner, or nurse midwife services.
- Laboratory services.
- Medicare-covered services billed for a member who has both Medicare and commercial health insurance.
- Mental health/substance abuse services, including services delivered by providers other than physicians, regardless of POS.
- Pharmacy services for members with verified drug coverage.
- PT, OT, and SLP services, unless provided in a nursing home or SNF.
- Physician and physician assistant services.
- Podiatry services.
- PDN services for ventilator-dependent members.
- Radiology services.
- RHC services.
- Skilled nursing home care, if any DOS is within 30 days of the date of admission. If benefits greater than 30 days are available, the nursing home is required to continue to bill for them until those benefits are exhausted.
- Vision services over \$50, unless provided in a home, nursing home, or SNF.

If the EVS indicates Medicare Supplemental Plan Coverage ("**SUP**"), the provider is required to bill the following services to commercial health insurance before submitting claims to ForwardHealth:

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

BadgerCare Plus has identified [services requiring Medicare billing](#).

## Medicare

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### Acceptance of Assignment

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

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

### Claims Denied for Errors

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

### Claims Processed by Commercial Insurance That Is Secondary to Medicare

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

### Claims That Do Not Require Medicare Billing

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

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

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

### Claims That Fail to Cross Over

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

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

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

If automatic crossover claims do not appear on the RA after 30 days of the Medicare processing date, providers are required to resubmit the

claim directly to ForwardHealth using the NPI that was reported to ForwardHealth as the primary NPI. Additionally, the taxonomy code designated by ForwardHealth and the ZIP+4 code of the practice location on file with ForwardHealth are required when an additional date is needed to identify the provider.

## Claims for Services Denied by Medicare

If Medicare denies or recoups payment for services provided to dual eligibles that are covered by BadgerCare Plus, the provider may submit a claim for those services directly to ForwardHealth. To allow payment by Wisconsin Medicaid in this situation, providers are encouraged to follow BadgerCare Plus requirements (e.g., request PA before providing the service for covered services that require PA). If the requirements are followed, Wisconsin Medicaid may reimburse for the service up to the allowed amount (less any payments made by other health insurance sources).

## Coverage Determination Software

[CDS](#) helps home health and personal care providers identify when they should bill Medicare before billing Wisconsin Medicaid for dual entitlements. Agencies are required to use the CDS for members who are dual eligibles. Providers are required to use the CDS as follows:

- Use the CDS before the agency provides Medicaid services.
- Use the CDS when a member's condition or status changes, potentially making the member eligible for Medicare coverage.
- Keep a printed copy of the results of the software's determination on file and on the agency's premises for audit purposes.

It is important to use CDS when one agency is sharing a case with another agency. If skilled care is provided by another agency, the member may be eligible for Medicare home health care through that agency. In that situation, a Medicare-certified provider is required to bill Medicare for those services covered by Medicare.

## Medicaid Is Payer of Last Resort

Wisconsin Medicaid is the payer of last resort for any Medicaid-covered service. Federal law prohibits home health and personal care services that are covered by Medicare to be paid by Medicaid. The CMS accepts the CDS-printed results as documentation that Medicaid is the payer of last resort. If an agency submits claims to Wisconsin Medicaid for services that Medicare pays home health agencies to provide, Wisconsin Medicaid will audit and recoup Medicaid payments.

Although the CDS does not ask questions about a member's other insurance coverage, providers are required to exhaust all existing other health insurance sources before submitting claims to Wisconsin Medicaid.

## Personal Care-Only Agencies

Even though agencies certified to provide only personal care cannot bill Medicare, they are required to still use CDS. Wisconsin Medicaid will not reimburse for personal care services which would be reimbursed by Medicare. Personal care-only agencies are not Medicare-enrolled providers. Therefore, these agencies are required to notify all personal care members about Medicare coverage and do the following:

- Provide the member with the [Notice to Wisconsin Medicaid Recipients Regarding This Personal Care Agency](#) form.
- Have the member or legally responsible person review and sign the form.
- Give the member a copy and keep the original form in the member's file.

If the member is eligible for Medicare home health services, and the agency is not certified to provide home health services, the provider is required to do one of the following:

- Coordinate care with a Medicare-certified home health agency so that the agency provides only those personal-care hours that exceed Medicare's home health coverage.
- Discharge the member.

## Crossover Claims

A Medicare crossover claim is a Medicare-allowed claim for a dual eligible or QMB-Only member sent to ForwardHealth for payment of

coinsurance, copayment, and deductible.

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

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

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

- Automatic crossover claims.
- Provider-submitted crossover claims.

## Automatic Crossover Claims

An automatic crossover claim is a claim that Medicare automatically forwards to ForwardHealth by the COBC.

Claims will be forwarded if the following occur:

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

## Provider-Submitted Crossover Claims

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

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

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

- The NPI that ForwardHealth has on file for the provider.
- Taxonomy code that is required by ForwardHealth.
- The ZIP+4 code that corresponds to the practice location address on file with ForwardHealth.

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

- DDE through the ForwardHealth Provider Portal.
- 837I transaction, as applicable.
- 837P transaction, as applicable.
- PES software.
- Paper claim form.

## Definition of Medicare

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

Medicare coverage is divided into four parts:

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

## Dual Eligibles

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

Dual eligibles may receive coverage for the following:

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

## Personal Care Services

If a member qualifies for Medicare home health services, Medicare will reimburse for a home health aide to provide hands-on personal care (e.g., bathing, dressing, grooming, and transfers) to maintain the member's health or facilitate treatment of the member's illness or injury. Agencies that Wisconsin Medicaid certifies to provide both home health and personal care services and personal care-only agencies follow different procedures regarding dual eligibles.

### Home Health/Personal Care Agencies

If the member is a dual eligible and Medicare covers the service, Medicare-enrolled providers are required to send claims to Medicare *before* billing Wisconsin Medicaid, according to [HFS 106.03\(7\)\(b\)](#), Wis. Admin. Code.

If Medicare covers the service provided to a dual eligible but the claim is denied, Medicare-enrolled providers should indicate a Medicare disclaimer code in the appropriate field/item on the claim form submitted to ForwardHealth. Claims denied by Medicare due to provider billing error must be corrected and resubmitted to Medicare before being sent to ForwardHealth. Refer to Form Locator 84 of the UB-04 Claim Form Instructions for the appropriate Medicare disclaimer code.

### Personal Care-Only Agencies

Wisconsin Medicaid will not reimburse for personal care services that would be reimbursed by Medicare. Personal care-only agencies are not Medicare-enrolled providers. Therefore, they are required to notify all personal care members about Medicare coverage and do the following:

- Provide the member with the Notice to Wisconsin Medicaid Members Regarding This Personal Care Agency form.
- Have the member or legally responsible person review and sign this form.
- Give the member a copy and keep the original form in the member's file.

If the member is eligible for Medicare home health services and the agency is not enrolled by Medicare to provide home health services, the provider is required to do one of the following:

- Coordinate care with a Medicare-enrolled home health agency so the agency provides only those personal care hours that exceed Medicare's home health coverage.
- Discharge the member from the provider's personal care services.

## Disposable Medical Supplies

Medicare may pay for DMS under Part B coverage. Medicare-enrolled providers are required to bill Medicare for these supplies. If the provider is not certified to bill Medicare, the member will need to obtain the supplies from a different Medicare-enrolled provider, such as a rehabilitation agency, pharmacy, or other medical equipment or supplies vendor.

If a provider submits claims to ForwardHealth for services that Medicare would pay, Wisconsin Medicaid may recoup any related payments it made on a postpayment basis.

## Exhausting Medicare Coverage

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

### Adjustment Request for Crossover Claim

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

### Provider-Submitted Crossover Claim

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

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

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

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

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

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

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

### Claim for Services Denied by Medicare

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

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

### Crossover Claim Previously Reimbursed

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



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

In these situations, the provider should proceed as follows:

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

## Medicare Advantage

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

## Paper Crossover Claims

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

## Reimbursement Limits

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

## Medicare Disclaimer Codes

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

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

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

## Documentation Requirements

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

## Medicare Enrollment

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

## Services for Dual Eligibles

As stated in [HFS 106.03\(6\)](#) and [106.03\(7\)\(b\)](#), Wis. Admin. Code, a provider is required to be enrolled in Medicare if both of the following are true:

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

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

To receive Medicaid reimbursement for a Medicare Part B service provided to a dual eligible, a provider who is not enrolled in Medicare but can be is required to apply for retroactive enrollment.

## Services for Qualified Medicare Beneficiary-Only Members

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

## Medicare Retroactive Eligibility

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

## National Provider Identifier and Related Data on Crossover Claims

An NPI and related data are required on crossover claims, in most instances. However, in some cases the taxonomy code designated by ForwardHealth may not be indicated on automatic crossover claims received from Medicare.

### Secondary NPI

Medicare requires that certain subparts of an organization obtain separate NPIs and use the NPI for billing Medicare (e.g., hospital psychiatric unit). If an organization has identified subparts for the purpose of submitting claims to Medicare, and the NPIs appear on automatic crossover claims to ForwardHealth, ForwardHealth considers the NPIs submitted to Medicare to be secondary NPIs. ForwardHealth will process automatic crossover claims using secondary NPIs in cases where the provider has reported a secondary NPI to ForwardHealth. Along with the NPI, providers should also indicate the taxonomy and ZIP+4 code information.

### Taxonomy Code Designated by ForwardHealth

The taxonomy code indicated on automatic crossover claims received from Medicare may be different than the taxonomy designated by ForwardHealth. Providers should resubmit the claim to ForwardHealth when the taxonomy code designated by ForwardHealth is required to identify the provider and is not indicated on the crossover claim received from Medicare.

## Qualified Medicare Beneficiary-Only Members

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

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

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

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

# Reimbursement for Crossover Claims

## Professional Crossover Claims

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

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

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

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

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

## Outpatient Hospital Crossover Claims

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

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

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

## Services Requiring Medicare Billing

If the EVS indicates Medicare + Choice ("MPC") for "Medicare Managed Care Coverage," the provider is required to bill the following services to the Medicare Advantage Plan before submitting claims to ForwardHealth:

- Ambulance services.
- Ambulatory service center services.
- Chiropractic services.
- Dental anesthesia services.
- Home health services (excluding PC services).

- Hospital services, including inpatient or outpatient.
- Medicare-covered services.
- Osteopath services.
- Physician services.

If the EVS indicates Medicare Cost ("**MCC**") for "Medicare Managed Care Coverage," the provider is required to bill the following services to the Medicare Advantage Plan before submitting claims to ForwardHealth:

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

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

## Other Coverage Information

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### After Reporting Discrepancies

After receiving an [Other Coverage Discrepancy Report](#), ForwardHealth confirms the information and updates the member files.

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

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

### Coverage Discrepancies

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

### Insurance Disclosure Program

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

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

### Maintaining Accurate and Current Records

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

- Insurance Disclosure program.
- Providers who submit an [Other Coverage Discrepancy Report](#) form.
- Member certifying agencies.
- Members.

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

### Reporting Discrepancies

Providers are encouraged to report discrepancies to ForwardHealth by submitting the [Other Coverage Discrepancy Report](#) form. Providers are asked to complete the form in the following situations:

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

Providers should not use the Other Coverage Discrepancy Report form to update any information regarding a member's coverage in a state-contracted MCO.

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

## Provider-Based Billing

### Purpose of Provider-Based Billing

The purpose of provider-based billing is to reduce costs by ensuring that providers receive maximum reimbursement from other health insurance sources that are primary to BadgerCare Plus. For example, a provider-based billing claim is created when BadgerCare Plus pays a claim and later discovers that other coverage exists or was made retroactive. Since BadgerCare Plus benefits are secondary to those provided by most other health insurance sources, providers are required to seek reimbursement from the primary payer, as stated in [HFS 106.03\(7\)](#), Wis. Admin. Code.

### Questions About Provider-Based Billing

For questions about provider-based billing claims that are within the 120-day limit, providers may call the Coordination of Benefits Unit at (608) 221-4746. Providers may fax the corresponding Provider-Based Billing Summary to (608) 221-4567 at the time of the telephone call.

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

### Receiving Notification

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

- A notification letter.
- A Provider-Based Billing Summary. The Summary lists each claim from which a provider-based billing claim was created. The summary also indicates the corresponding primary payer for each claim.
- Provider-based billing claim(s). For each claim indicated on the Provider-Based Billing Summary, the provider will receive a prepared provider-based billing claim. This claim may be used to bill the other health insurance source; the claim includes all of the other health insurance source's information that is available.

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

### Responding to ForwardHealth After 120 Days

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

Within Claims Submission Deadlines		
Scenario	Documentation Requirement	Submission Address
The provider discovers through the EVS that ForwardHealth has removed or ended the other health insurance coverage from the member's file.	A claim according to normal claims submission procedures (do <i>not</i> use the prepared provider-based billing claim).	ForwardHealth Claims and Adjustments 6406 Bridge Rd Madison WI 53784-0002
The provider discovers that the member's other coverage information (i.e., enrollment dates) reported by the EVS is invalid.	<ul style="list-style-type: none"> <li>• An <a href="#">Other Coverage Discrepancy Report</a> form.</li> <li>• A claim according to normal claims submission procedures after verifying that the member's other coverage information has been updated by using the EVS (do <i>not</i> use the prepared provider-based billing claim).</li> </ul>	Send the Other Coverage Discrepancy Report form to the address indicated on the form.  Send the claim to the following address:  ForwardHealth Claims and Adjustments

		6406 Bridge Rd Madison WI 53784-0002
The other health insurance source reimburses or partially reimburses the provider-based billing claim.	<ul style="list-style-type: none"> <li>• A claim according to normal claims submission procedures (do <i>not</i> use the prepared provider-based billing claim).</li> <li>• The appropriate other insurance indicator.</li> <li>• The amount received from the other health insurance source.</li> </ul>	ForwardHealth Claims and Adjustments 6406 Bridge Rd Madison WI 53784-0002
The other health insurance source denies the provider-based billing claim.	<ul style="list-style-type: none"> <li>• A claim according to normal claims submission procedures (do <i>not</i> use the prepared provider-based billing claim).</li> <li>• The appropriate other insurance indicator or Medicare disclaimer code.</li> </ul>	ForwardHealth Claims and Adjustments 6406 Bridge Rd Madison WI 53784-0002
The commercial health insurance carrier does not respond to an initial <i>and</i> follow-up provider-based billing claim.	<ul style="list-style-type: none"> <li>• A claim according to normal claims submission procedures (do <i>not</i> use the prepared provider-based billing claim).</li> <li>• The appropriate other insurance indicator.</li> </ul>	ForwardHealth Claims and Adjustments 6406 Bridge Rd Madison WI 53784-0002

#### Beyond Claims Submission Deadlines

Scenario	Documentation Requirement	Submission Address
The provider discovers through the EVS that ForwardHealth has removed or enddated the other health insurance coverage from the member's file.	<ul style="list-style-type: none"> <li>• A claim (do <i>not</i> use the prepared provider-based billing claim).</li> <li>• A <a href="#">Timely Filing Appeals Request</a> form according to normal timely filing appeals procedures.</li> </ul>	ForwardHealth Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050
The provider discovers that the member's other coverage information (i.e., enrollment dates) reported by the EVS is invalid.	<ul style="list-style-type: none"> <li>• An Other Coverage Discrepancy Report form.</li> <li>• <i>After</i> using the EVS to verify that the member's other coverage information has been updated, include both of the following: <ul style="list-style-type: none"> <li>◦ A claim (do <i>not</i> use the prepared provider-based billing claim.)</li> <li>◦ A Timely Filing Appeals Request form according to normal timely filing appeals procedures.</li> </ul> </li> </ul>	Send the Other Coverage Discrepancy Report form to the address indicated on the form.  Send the timely filing appeals request to the following address:  ForwardHealth Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050
The commercial health insurance carrier reimburses or partially reimburses the provider-based billing claim.	<ul style="list-style-type: none"> <li>• A claim (do <i>not</i> use the prepared provider-based billing claim).</li> <li>• Indicate the appropriate other insurance indicator.</li> <li>• Indicate the amount received from the commercial insurance.</li> <li>• A Timely Filing Appeals Request form according to normal timely filing appeals procedures.</li> </ul>	ForwardHealth Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050
The other health insurance source denies the provider-based billing claim.	<ul style="list-style-type: none"> <li>• A claim (do <i>not</i> use the prepared provider-based billing claim).</li> <li>• The appropriate other insurance indicator or Medicare disclaimer code.</li> <li>• A Timely Filing Appeals Request form according to normal timely filing appeals procedures.</li> <li>• The Provider-Based Billing Summary.</li> <li>• Documentation of the denial, including any of the following:</li> </ul>	ForwardHealth Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050



	<ul style="list-style-type: none"> <li>○ Remittance information from the other health insurance source.</li> <li>○ A written statement from the other health insurance source identifying the reason for denial.</li> <li>○ A letter from the other health insurance source indicating a policy termination date that proves that the other health insurance source paid the member.</li> <li>○ A copy of the insurance card or other documentation from the other health insurance source that indicates that the policy provides limited coverage such as pharmacy, dental, or Medicare supplemental coverage only.</li> <li>● The DOS, other health insurance source, billed amount, and procedure code indicated on the documentation must match the information on the Provider-Based Billing Summary.</li> </ul>	
The commercial health insurance carrier does not respond to an initial and follow-up provider-based billing claim.	<ul style="list-style-type: none"> <li>● A claim (do <i>not</i> use the prepared provider-based billing claim).</li> <li>● The appropriate other insurance indicator.</li> <li>● A Timely Filing Appeals Request form according to normal timely filing appeals procedures.</li> </ul>	ForwardHealth Timely Filing Ste 50 6406 Bridge Rd Madison WI 53784-0050

## Responding to ForwardHealth Within 120 Days

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

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

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

Scenario	Documentation Requirement	Submission Address
The provider discovers through the EVS that ForwardHealth has removed or ended the other health insurance coverage from the member's file.	<ul style="list-style-type: none"> <li>● The Provider-Based Billing Summary.</li> <li>● Indication that the EVS no longer reports the member's other coverage.</li> </ul>	ForwardHealth Provider-Based Billing PO Box 6220 Madison WI 53716-0220 Fax (608) 221-4567
The provider discovers that the member's other coverage information (i.e., enrollment dates) reported by the EVS is invalid.	<ul style="list-style-type: none"> <li>● The Provider-Based Billing Summary.</li> <li>● One of the following: <ul style="list-style-type: none"> <li>○ The name of the person with whom the provider spoke and the member's correct other coverage information.</li> <li>○ A printed page from an enrollment Web site containing the member's correct other coverage information.</li> </ul> </li> </ul>	ForwardHealth Provider-Based Billing PO Box 6220 Madison WI 53716-0220 Fax (608) 221-4567
The other health insurance source reimburses or partially reimburses the provider-based billing claim.	<ul style="list-style-type: none"> <li>● The Provider-Based Billing Summary.</li> <li>● A copy of the remittance information received from the other health insurance source.</li> </ul>	ForwardHealth Provider-Based Billing PO Box 6220

	<ul style="list-style-type: none"> <li>The DOS, other health insurance source, billed amount, and procedure code indicated on the other insurer's remittance information must match the information on the Provider-Based Billing Summary.</li> </ul> <p><i>Note:</i>In this situation, ForwardHealth will initiate an adjustment if the amount of the other health insurance payment does not exceed the allowed amount (even though an adjustment request should not be submitted). However, providers (except nursing home and hospital providers) may issue a cash refund. Providers who choose this option should include a refund check but should not use the Claim Refund form.</p>	Madison WI 53716-0220 Fax (608) 221-4567
The other health insurance source denies the provider-based billing claim.	<ul style="list-style-type: none"> <li>The Provider-Based Billing Summary.</li> <li>Documentation of the denial, including any of the following: <ul style="list-style-type: none"> <li>Remittance information from the other health insurance source.</li> <li>A letter from the other health insurance source indicating a policy termination date that precedes the DOS.</li> <li>Documentation indicating that the other health insurance source paid the member.</li> <li>A copy of the insurance card or other documentation from the other health insurance source that indicates the policy provides limited coverage such as pharmacy, dental, or Medicare supplemental coverage.</li> </ul> </li> <li>The DOS, other health insurance source, billed amount, and procedure code indicated on the documentation must match the information on the Provider-Based Billing Summary.</li> </ul>	ForwardHealth Provider-Based Billing PO Box 6220 Madison WI 53716-0220 Fax (608) 221-4567
The other health insurance source fails to respond to the initial <i>and</i> follow-up provider-based billing claim.	<ul style="list-style-type: none"> <li>The Provider-Based Billing Summary.</li> <li>Indication that no response was received by the other health insurance source.</li> <li>Indication of the dates that the initial and follow-up provider-based billing claims were submitted to the other health insurance source.</li> </ul>	ForwardHealth Provider-Based Billing PO Box 6220 Madison WI 53716-0220 Fax (608) 221-4567

## Submitting Provider-Based Billing Claims

For each provider-based billing claim, the provider is required to send a claim to the appropriate other health insurance source. The provider may use the claim prepared by ForwardHealth or produce his or her own claim. If the other health insurance source requires information beyond what is indicated on the prepared claim, the provider should add that information to the claim. The providers should also attach additional documentation (e.g., Medicare's remittance information) if required by the other health insurance source.

## Reimbursement for Services Provided for Accident Victims

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### Billing Options

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

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

However, as stated in [HFS 106.03\(08\)](#), Wis. Admin. Code, BadgerCare Plus will not reimburse providers if they receive payment from either of these sources.

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

### Points of Consideration

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

#### Time

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

#### Costs

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

### Seeking Payment from Settlement

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

### Submitting Claims to ForwardHealth

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

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

# Covered and Noncovered Services

4

Archive Date:11/28/2008

## Covered and Noncovered Services:Codes

### 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.

### Place of Service Codes

Providers are required to use POS codes on the [PA/RF](#).

### Procedure Codes and Modifiers

#### Personal Care Services

Personal care providers are required to use the appropriate CPT or HCPCS procedure code from the following table that describes the service performed. The modifiers providers are required to use with procedure codes are also listed.

Procedure Code	Description	Required Modifier
<b>T1019</b>	Personal care services, per 15 minutes, not for an inpatient or resident of a hospital, nursing facility, ICF/MR or IMD, part of the individualized plan of treatment (code may not be used to identify services provided by home health aide or certified nurse assistant)	None
<b>T1019</b>	Personal care services, per 15 minutes, not for an inpatient or resident of a hospital, nursing facility, ICF/MR or IMD, part of the individualized plan of treatment (code may not be used to identify services provided by home health aide or certified nurse assistant)	None
<b>T1019</b>	Personal care services, per 15 minutes, not for an inpatient or resident of a hospital, nursing facility, ICF/MR or IMD, part of the individualized plan of treatment (code may not be used to identify services provided by home health aide or certified nurse assistant)	<b>U3</b> — Travel time
<b>99509</b>	Home visit for assistance with activities of daily living and personal care (per visit)	<b>TD</b> — Registered Nurse

### Revenue Codes

Providers are required to use the appropriate revenue codes on the UB-04 Claim Form for personal care services. The revenue codes listed in the following table are examples of codes that might be used.

Revenue Code	Service Description
0550	Skilled Nursing
0551	Skilled Nursing Visit
0559	Skilled Nursing Hourly Charge
0570	Personal Care

For the most current and complete list of revenue codes, contact the AHA NUBC by calling (312) 422-3390 or by mail at:

American Hospital Association

National Uniform Billing Committee  
 29th Fl  
 1 N Franklin  
 Chicago IL 60606

Providers may also refer to the [NUBC Web site](#).

## Units of Service

### Personal Care and Travel Time

For personal care and travel time, one unit of service is equal to 15 minutes. When calculating the number of units that should be billed, total the number of personal care hours or travel time hours for that DOS and round up or down according to the following table.

Accumulated time	Unit(s) billed
1-22 minutes	1.0
23-37 minutes	2.0
38-52 minutes	3.0
53-67 minutes	4.0
68-82 minutes	5.0
83-97 minutes	6.0
98-112 minutes	7.0
113-127 minutes	8.0
Etc.	9.0+

### Registered Nurse Supervisory Visits

RN supervisory visits for personal care must be billed as a quantity of one unit, regardless of the duration of the visit.

## Covered Services and Requirements

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### Accompanying the Member to Medical Appointments

The BadgerCare Plus Standard Plan covers personal care services in which the PCW accompanies the member to obtain a medical diagnosis and treatment at a facility where the member receives covered services. The purpose of covering a PCW to accompany the member to medical appointments is not to transport (drive) the member to medical appointments, but to assist the member with ADL and delegated nursing tasks (e.g., assistance with toileting, dressing/undressing, transferring, and if delegated, tasks such as medication administration).

The physician's orders for personal care services should clearly support the medical necessity for accompanying the member to appointments for medical diagnosis and treatment. If the member needs assistance from a PCW with prior authorized ADL and/or delegated nursing tasks to be provided in the home, then those personal care services also might be covered outside the home when the member is obtaining medical diagnosis and treatment.

Also, personal care covered services do not include providing surrogates for the guardian or legal representative. If the member is unable to speak for him or herself or to understand information conveyed during the medical appointment, the member's guardian or legal representative should communicate directly with the medical professional diagnosing or treating the member. Regardless of the relationship between the PCW and the member, personal care services do not include the PCW accompanying the member to communicate with the physician. As appropriate, the PCW's nurse supervisor should speak directly with the member's physician to determine if the physician's orders have been changed and the POC needs to be modified.

### Assistance with Activities of Daily Living

Assistance with ADLs include the following tasks:

- Assistance with getting in and out of bed.
- Toileting, including use and care of bedpan, urinal, commode, or toilet.
- Assistance with bathing.
- Assistance with feeding.
- Teeth, mouth, denture, and hair care.
- Assistance with dressing and undressing.
- Care of eyeglasses and hearing aids.
- Assistance with mobility and ambulation, including use of walker, cane, or crutches.
- Simple transfers, including bed-to-chair or wheelchair and reverse.
- Skin care, excluding wound care.

Supervision, cueing, or prompting of a member, when that is the only service provided, is not separately reimbursable.

### Assistance with Medically Oriented Tasks

Medically oriented tasks generally are those tasks supportive of nursing care that require special medical knowledge or skill. These tasks are covered personal care services and must meet the following conditions according to [HFS 107.112\(2\)\(b\)](#), Wis. Admin. Code:

- The tasks are safely delegated to the PCW by an RN.
- The PCW is trained and supervised by the provider to provide the tasks.
- The member, parent, or responsible person is permitted to participate in the training and supervision of the PCW.

Providers may refer to [examples of medically oriented tasks that may be delegated](#) to PCWs.

### Assistance with Services Incidental to Activities of Daily Living

No more than one-third of the total weekly time spent by a PCW may be in performing services incidental to ADL for the member according to [HFS 107.112\(3\)\(e\)](#), Wis. Admin. Code. To be reimbursed by Wisconsin Medicaid, the services must be incidental to medically oriented covered

tasks or ADL. The following are covered personal care services:

- Changing the member's bed and laundering the bed linens and the member's personal clothing.
- Light cleaning in essential areas of the home used during personal care service activities including cleaning medical equipment.
- Meal preparation, food purchasing, meal serving, and cleaning member's dishes. Wisconsin Medicaid reimburses for the time it takes a PCW to go to and from the member's home for groceries and supplies. The time spent for this is considered a personal care service, not travel time, for PA and billing purposes.

These services may not be provided for the benefit of any other member of the household, even if some of the one-third time allotment remains.

## Care in Group Settings

Members may reside in alternate group living settings, such as CBRFs, RCACs, and AFHs. Any personal care service provided in a CBRF with more than 20 beds is not covered under the personal care benefit.

Alternate living facilities often provide some personal care as part of their contract with the member's county. This care often includes housekeeping, meal preparation, grocery shopping, and laundry.

Medically necessary personal care over and above that provided by the alternate living facility may be covered. Personal care providers are responsible for coordinating services to avoid duplication of those services the facility is required to provide under its licensure and contract with the county. Duplicative care will be monitored through audits.

Care provided in group settings is required to meet all requirements, including RN supervision.

## Care to Multiple Members at a Single Location

When personal care services are provided to [more than one member at a single location](#), providers are required to consolidate care for tasks such as cleaning, laundry, travel time, and meal preparation.

## Definition of Covered Services

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

### Personal Care Services

As specified in [HFS 107.112](#), Wis. Admin. Code, covered personal care services are medically-oriented activities related to assisting a member with ADL necessary to maintain the member in his or her place of residence in the community.

Personal care services are covered when provided by a Medicaid-certified personal care provider to a member enrolled in BadgerCare Plus or Medicaid according to policies and procedures.

Covered services are required to have [written orders](#) of a physician and a written POC. All covered personal care services provided must be supervised by a RN supervisor. The services must be medically necessary and be provided by individuals who are trained in a manner that is in compliance with licensing and certification requirements.

Providers are reminded that all nursing acts delegated to a PCW by a RN must be documented in the physician orders. If the PCW is to provide MOTs, then orders for nursing acts delegated to the PCW need to clearly spell out the delegated nursing acts to be provided.

## Delegation of Medically Oriented Tasks

Medically oriented tasks are covered personal care services when delegated by an RN under [HFS 107.112\(2\)\(b\)](#) and ch. [N 6](#), Wis. Admin. Code.

### Criteria for Delegation of Medically Oriented Tasks



According to HFS 107.112(2)(b), Wis. Admin. Code, a PCW of a Medicaid-certified personal care agency may perform a medically oriented task under the delegation of an RN according to ch. N 6, Wis. Admin. Code, and the guidelines of the Board of Nursing. When delegating medically oriented tasks, the following conditions should be met:

1. The agency has policies and procedures designed to provide for safe and accurate performance of the delegated tasks. These policies shall be followed by personnel assigned to perform these tasks.
2. The RN provides written delegation of the nursing act.
3. Documentation supports the educational preparation of the caregiver who performs delegated tasks.
4. For medication administration, documentation should also include the name of the medication, the dose, the route of administration, the time of administration, and identification of the person administering the medication.
5. Teaching and supervisory oversight is provided by the RN.
6. Members are informed, prior to the delivery of service, that unlicensed personnel will administer their medications and other treatments/procedures.
7. The supervision and direction of the delegated nursing act meets the requirements of ch. N 6, Wis. Admin. Code.
8. The member, parent, or responsible person is permitted to participate in the training and supervision of the PCW.

To assure that services are competently and safely provided, and the needs of the member are being met, an RN must provide the following supervision and direction of the delegated nursing acts:

- Delegate tasks commensurate with educational preparation and demonstrated abilities of the person supervised.
- Provide direction and assistance to those supervised.
- Observe and monitor the activities of those supervised.
- Evaluate the effectiveness of acts performed under supervision.

The supervising RN must document that the above requirements are met when medically oriented tasks are delegated to PCWs. Documentation must include that the PCW has been appropriately trained to provide the medically oriented task safely for the specific member and competency has been evaluated.

## Tasks That Cannot Be Delegated

According to the Board of Nursing, the following are two principal exceptions to the RN's ability to delegate tasks to unlicensed personnel:

1. Nursing assessment and evaluation cannot be delegated. LPNs and less-skilled assistants may assist the RN in these functions but may not perform them in their entirety.
2. Performance of intravenous therapy, including starting peripheral intravenous lines, adding medication to the intravenous fluids, monitoring intravenous fluids which carry medication, and monitoring intravenous fluids for hydratioposes require direct, on-site supervision.

## Responsibility for Delegation

Though agencies may suggest which nursing acts should be delegated, it is the supervising RN who makes the decision on whether and under what circumstances the delegation occurs. When an RN delegates another person to perform a task, the RN assumes responsibility and liability under his or her license for the proper performance of that task. The RN should only delegate tasks that can be performed appropriately or safely by the PCW.

The PCW is not required to accept a delegated act. However, the PCW should immediately inform the RN supervisor if he or she refuses to accept the delegation.

## Questions Regarding Delegation

The DRL standards in ch. N 6, Wis. Admin. Code, define a nurse's responsibility when delegating nursing acts. Further questions regarding the interpretation of this code and the delegation of nursing acts, should be directed to:

Department of Regulation and Licensing  
Board of Nursing  
PO Box 8935  
Madison WI 53708-8935  
(608) 266-0145

## Disposable Medical Supplies

All OSHA-mandated and other infection-control supplies are included in the Wisconsin Medicaid reimbursement for personal care services. These costs may not be reimbursed separately or billed to the member.

DMS are covered services only when prescribed by a physician according to [HFS 107.24](#), Wis. Admin. Code. Providers should refer to the [DMS](#) service area for further information about DMS.

## Emergencies

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

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

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

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

## Examples of Medically Oriented Tasks That May Be Delegated

Usual PCW activities include assistance with ADL, assistance with services incidental to ADL, and accompanying the member to medical appointments. In addition to these tasks, PCWs may provide assistance with medically oriented tasks that are delegated by an RN.

The following are examples of tasks that may be considered medically oriented tasks. This list of medically oriented tasks is not intended to be all-inclusive.

### Active Seizure Intervention

Active seizure intervention, including safety measures, reporting seizures, and administration of medication at the time of the active seizure, etc., may be a medically oriented task. Active seizure intervention may be medically necessary when the member has had active seizures, requiring active intervention, within the past 62 days.

### Application of Prosthesis or Orthosis

This may be a medically oriented, medically necessary task when part of a serial splinting program or when the member has a demonstrated problem with frequent skin breakdowns that must be closely monitored.

### Assistance with Activities That Are Directly Supportive of Skilled Therapy Services

This includes activities that do not require the skills of a therapist to be safely and effectively performed. Activities may include routine maintenance exercises, e.g., range of motion exercises and repetitive speech routines. In order to be medically necessary, the activities must be ordered in conjunction with an active therapy program or as a result of a therapy evaluation signed by a therapist. The therapist may screen the client and member as often as medically necessary to verify the continuing medical necessity of activities supportive of therapy, such as range of motion, repetitive speech drills, and other routine exercise programs. A full therapy evaluation by a therapist is needed when there is a change in the member's condition or when the home exercise program is not accomplishing its goals.

### Complex Repositioning

This is specialized positioning, including positioning required to:

- Reduce spasticity.
- Be part of a therapy treatment in a home exercise program (e.g., placing a member in a specialized position for "X" amount of time to accomplish a specific goal).
- Properly apply a brace or splint so it will be effective and not harm the member.
- Prevent skin breakdowns when the member has demonstrated problems with frequent skin breakdowns.

### **Complex Transfers**

These are transfers that require the use of special devices when there is an increased likelihood that a negative outcome would result if the transfer were not done correctly or when a special technique is used as part of a complex therapy program. The following transfer techniques are part of the suggested personal care curriculum and do not qualify as complex transfers:

- Stand-pivot transfer.
- Sliding board.
- Transfer belts.

Complex transfers may be medically necessary when the member has no volitional movement below the neck or when simple transfer techniques have been demonstrated to be ineffective and unsafe.

### **Feeding**

This may be a medically oriented task and necessary when there is a high risk for aspiration and the physician orders special procedures or techniques that must be utilized to effect safe feeding. Examples include thickening of liquids, small bolus of food positioned in a special section of the mouth, or a chin tuck.

Feeding via a gastrostomy tube may be a medically oriented task when it is deemed appropriate and when delegated by the RN.

### **Glucometer Reading**

Taking glucometer readings and reporting them to the supervising nurse whenever they are outside the parameters established for the member by the physician may be medically necessary when the member's medical history supports the need for ongoing monitoring for early detection of readings outside of established parameters. High blood sugars due to the noncompliance of a competent adult do not justify glucometer tests as medically necessary tasks.

### **Medication Administration**

Medication administration may be provided by PCWs when delegated by an RN under ch. [N 6](#), Wis. Admin. Code.

### **Simple Dressing Changes**

These are dressing changes that do not require the skills of a licensed nurse. Wounds or ulcers that show redness, edema, and induration, at times with epidural blistering or desquamation, do not ordinarily require skilled nursing care. Simple dressing changes may be medically necessary when the physician orders them for the treatment of a wound or sore and no primary caregiver is willing or able to provide the care.

### **Skin Care**

Skin care may be a medically oriented task and medically necessary when legend solutions, lotions, or ointments are ordered by the physician due to skin breakdown, wounds, open sores, etc. PRN ("as needed" hours) or prophylactic skin care is an ADL task, not a medically oriented task.

### **Vital Signs**

Taking vital signs may include taking the member's temperature, blood pressure, and pulse and respiratory rates, and reporting them to the supervising nurse whenever they are outside the parameters established for the member by the physician. Taking vital signs may be medically necessary when the member's medical history supports the need for ongoing monitoring for early detection of an exacerbation and the physician establishes parameters at which point a change in treatment may be required.

## **Informal Support Systems**

BadgerCare Plus and Medicaid supplement the personal care services provided by informal support systems, including other members of a member's household. Wisconsin Medicaid will not reimburse services furnished by the provider when family and other household members provide the medically necessary services without reimbursement. However, this informal participation is not a condition of coverage.

In assessing the member's needs for supplemental personal care, the provider is required to:

- Ask members of the household about the extent to which they are willing and able to provide medically necessary covered services for the member and document the answers in the member's medical record.
- List the care family members can provide.
- Document if no member of the household can provide care. A COP assessment or narrative reflecting possible informal support systems meets this requirement.
- Indicate all care, formal and informal, when applying for PA.

## Medical Necessity

Wisconsin Medicaid reimburses only for services that are medically necessary as defined under [HFS 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 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.

## Personal Care Services

According to [HFS 107.112\(1\)\(b\)](#), Wis. Admin. Code, Wisconsin Medicaid will reimburse a personal care provider for the following medically necessary services:

- Assistance with ADL.
- Assistance with housekeeping activities.
- Accompanying the member to medical appointments.
- Assistance with medically oriented tasks.
- Travel time.

Personal care services must be performed under the supervision of an RN by a PCW who meets Wisconsin Medicaid qualifications and who is employed by or under contract with a Medicaid-certified provider. Licensed home health agencies should also refer to the [home health service area](#) for further information.

## Place of Service

Although the member does not need to be confined to the home to receive personal care services, the services must be provided in the home (which is the place where the member lives and sleeps). Authorization for services in a member's temporary residence is handled on a case-by-case basis through PA. The only exceptions to services provided in the home allow the PCW reasonable time to:

- Accompany the member to medical appointments for diagnosis and treatment.
- Leave the home to purchase groceries and medical supplies or prescriptions for a member who is unable to perform these activities. The member does not accompany the PCW on these trips.

## Plan of Care

Services must be performed according to a written [POC](#).

## 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.

# Request for Variance of 60-Day Supervisory Visit Requirement

A personal care-only provider or member may ask Wisconsin Medicaid to extend the time period between required home visits by the supervising RN with the approval of the member or the member's guardian, the member's physician, and the supervising RN. The DHS may grant a variance to the RN 60-day supervisory home visit rule to allow less frequent visits if it finds that all the criteria outlined in [HFS 106.13](#), Wis. Admin. Code, are met.

*Note:* Members receiving personal care from home health agencies are not eligible to receive this variance. Licensed or certified home health agencies are required to continue to follow *Medicare* guidelines and [HFS 133](#), Wis. Admin. Code, and therefore, their members are not eligible for any variance of the RN supervisory visit requirements.

## Required Forms

For the DHS to grant the variance, the following two forms are required to be completed and submitted to ForwardHealth:

- The [Medical Professional Statement in Support of Request for Variance of 60-Day Supervisory Visit Requirement](#) form. This form must be completed and signed by the supervising RN and the member's physician.
- The [Member Request for Variance of 60-Day Supervisory Visit Requirement](#) form. This form must be completed and signed by the member.

The personal care agency requesting the variance is required to submit both of the completed and signed forms along with an updated POC to:

ForwardHealth  
Prior Authorization  
Ste 88  
6406 Bridge Rd  
Madison WI 53784-0088

These documents may either be submitted with a PA request, or separately at any time. The request for a variance is *not* part of a PA request and does not affect PA.

## Terms of the Variance

The variance will be effective when ForwardHealth sends a letter to the personal care agency acknowledging receipt of properly completed forms and the updated POC. Once the personal care agency receives a response from ForwardHealth, the terms of the updated POC, rather than the administrative rule, will govern the required frequency of the RN supervisory home visits. Under no circumstances may the RN supervisory visits be less frequent than once every 365 days.

Each variance request is member specific; a request must be submitted for each individual. If a member's personal care is shared by more than one agency, each agency must submit a variance request. The variance will remain in effect until terminated.

## Subcontracted Providers

In cases involving subcontracted personal care providers, the variance agreement is between the subcontracted personal care provider, the member or member's guardian, the member's physician, and the supervising RN. The subcontracted provider should submit the variance request. The certified billing provider shall retain legalty for the services provided.

## Determining Frequency of Visits Under the Variance

The physician and supervising RN must determine that the frequency of RN supervisory visits specified in the POC is adequate to:

- Determine whether the health, safety, and welfare of the member is being adequately protected.
- Evaluate the member's condition and need for service.
- Review the member's POC at least every 60 days and update it as necessary.
- Evaluate the competency of the PCW to perform the services specified in the POC.
- Observe the PCW providing care.

- Regularly review the PCW's work and otherwise supervise him or her.
- Comply with the standards of practice for RNs, to the extent applicable.

The member or the member's guardian, the supervising RN, and the member's physician are required to establish a routine and emergency communication process if seeking a variance.

## Changing the Frequency of Visits Under the Variance

### More Frequent Visits

If any of the interested parties (the member or the member's guardian, the member's physician, the supervising RN, or the personal care agency) wish to have more frequent visits (not exceeding the standard 60-day interval), the increase must be made. For example, if the POC in the original variance agreement specified supervisory visits two times per year and the member later decides he or she requires visits four times per year, the frequency of visits must be increased. The POC *must* then be updated to reflect the change, even if the other parties do not think that more frequent visits are needed. There is no need to submit another request for variance to ForwardHealth.

### Less Frequent Visits

If any of the interested parties (the member or the member's guardian, the member's physician, the supervising RN, or the personal care agency) wish to decrease the frequency of visits under the variance, all interested parties must agree to the change. For example, if the POC in the original variance agreement specified supervisory visits four times per year and the member later decides he or she requires visits only two times per year, the decrease in frequency may take place only if the member or member's guardian and the supervising RN sign an updated POC consenting to the change.

In addition, the member's physician must agree to the change and sign either the updated POC or a medical order approving the change. There is no need to submit another request for the variance to ForwardHealth if decreasing the frequency of visits. The period between visits may not exceed 365 days.

### Termination of the Variance

The variance must be terminated at the request of *any* of the interested parties (the member or the member's guardian, the member's physician, the supervising RN, or the personal care agency). A variance may be terminated at any time if there is a concern about the health, welfare, and safety of the member.

When the variance is terminated, the personal care provider is required to update the POC and notify the member or the member's guardian, the member's physician, and the supervising RN that the variance has been terminated. The RN will then make supervisory visits to the member's home at least every 60 days. It is not necessary to notify ForwardHealth that the variance has been terminated.

## Frequency of Reimbursement

Wisconsin Medicaid reimburses only for those supervisory visits made to the member's home whether every 60 days or 365 days.

## Documentation

Any change in the frequency of visits must be documented in the POC *before* the change occurs. If the frequency of supervisory visits requested in the POC in the original variance agreement is changed, the new frequency must be listed in a new POC. Providers are required to document the following:

- When the change in the frequency of visits will occur.
- The reason for the change in the frequency of visits.
- Who requested the change in the frequency of visits.
- That all three parties (the member or the member's guardian, the RN supervisor, and the member's physician) agree with the change in the frequency of visits if it is less frequent.

A copy of the request for variance and medical professional statement must be kept along with the POC in the member's medical record kept by the personal care agency and must be made available to the DHS upon request.

## Requirements *Not* Affected by Variance

A number of other requirements are designed to help assure adequate ongoing evaluation of the member's condition, review of the member's POC, and supervision of the PCW. These requirements are *not* affected by filing the variance forms. Strict compliance is required with all of the requirements for personal care services including the following Wisconsin Administrative Code requirements:

- A certified (personal care) provider shall:
  - Supervise the provision of personal care services.
  - Ensure that qualifications and requirements of the RN supervisor and PCW ... are being met.
  - Evaluate each PCW's work performance on a periodic basis. ([HFS 105.17\[1\]\[k\]](#), [\[L\]](#), and [\[t\]](#), Wis. Admin. Code.)
- The RN supervisor shall:
  - Evaluate the need for service and make referrals to other services as appropriate.
  - Secure written orders from the member's physician ... once every three months unless the physician specifies that orders covering a period of time up to one year are appropriate.
  - Develop a POC for the member, ... interpret the POC to the PCW; ... and review the POC at least every 60 days and update it as necessary.
  - Evaluate the competency of the PCW to perform the services. ([HFS 105.17\[2\]\[b\]1.](#), [2.](#), [3.](#), and [6.](#), Wis. Admin. Code.)
- PCWs shall:
  - Perform tasks assigned by the RN supervisor.
  - Report any changes in the member's condition to the RN supervisor.
  - Confer as required with the RN supervisor regarding the member's progress. ([HFS 105.17\[3\]\[b\]1.](#), [3.](#), and [4.](#), Wis. Admin. Code.)
- Personal care services shall be provided upon written orders of a physician ... according to a written POC. The PCW shall be assigned by the supervising RN to recipients to do specific tasks for those recipients for which the PCW has been trained. The PCW's training for these specific tasks shall be assured by the supervising RN. The PCW is limited to performing only those tasks and services as assigned for each member and for which he or she has been specifically trained. ([HFS 107.112\[1\]\[a\]](#), Wis. Admin. Code.)
- Personal care services shall be performed under the supervision of an RN by a PCW who meets the requirements of [HFS 105.17\(3\)](#) and who is employed by or is under contract to a provider certified under [HFS 105.17](#). ([HFS 107.112\[3\]\[a\]](#), Wis. Admin. Code.)
- Services shall be performed according to a written POC for the recipient developed by an RN. ... The plan shall be based on the RN's visit to the member's home and shall include:
  - Review and interpretation of the physician's orders;
  - Frequency and anticipated duration of service;
  - Evaluation of the member's needs and preferences; and
  - Assessment of the member's social and physical environment, including family involvement, living conditions, the member's level of functioning and any pertinent cultural factors such as language. ([HFS 107.112\[3\]\[b\]](#), Wis. Admin. Code.)

## Wisconsin Statutes and Administrative Code Relating to the Practice of Nursing

Providers are reminded that if an RN supervisor delegates a nursing act to an unlicensed person, such as a PCW, he or she is required under [N 6.03\(3\)](#), Wis. Admin. Code, to:

- Delegate tasks commensurate with educational preparation and demonstrated abilities of the person supervised.
- Provide direction and assistance to those supervised.
- Observe and monitor the activities of those supervised.
- Evaluate the effectiveness of acts performed under supervision.

In accordance with [N 6.05](#), Wis. Admin. Code, a violation of the standards of practice constitutes unprofessional conduct or misconduct and may result in the board limiting, suspending, revoking, or denying renewal of the license, or in the board reprimanding an RN.

## Services That Do Not Meet Program Requirements

As stated in [HFS 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 [HFS 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 [HFS 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.

## Transportation to Medical Appointments When Accompanied by a Personal Care Worker

Coverage for most personal care services is limited to services provided in the member's home. Accompanying a member to obtain medical diagnosis and treatment allows for coverage of medically necessary personal care services outside the home when the member is seeking BadgerCare Plus-covered diagnosis and treatment services. If a member needs transportation services, providers can refer to the [ForwardHealth Portal](#) for more information about covered transportation services.

If an attendant is needed to accompany a member for medical diagnosis and treatment that is other than routine (such as during transportation to receive a service that is available only in another county or state) per HFS [107.23\(1\)\(d\)4](#), Wis. Admin. Code, the provider should seek authorization for coverage of the attendant under BadgerCare Plus transportation services, not under BadgerCare Plus personal care services.

## Two Caregivers Providing Care for a Member at the Same Time

When it is medically necessary, Wisconsin Medicaid may reimburse a PCW to assist an RN, LPN, home health aide, or another PCW to provide care simultaneously to a member when a primary caregiver is not available. If two providers are caring for a member simultaneously, one provider must be a PCW.

The situations in which a PCW may assist are:

- Periodic changing of the entire tracheotomy tube.
- Periodic transfer or repositioning of a member when a two-person transfer is required because all other transfer devices have failed.

The RN supervisor is required to document on the POC the reason that two caregivers are required.



## HealthCheck "Other Services"

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### Definition of HealthCheck "Other Services"

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

HealthCheck "Other Services" are not available to members enrolled in the BadgerCare Plus Benchmark Plan except for child/adolescent mental health day treatment.

### Prior Authorization

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

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

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

### Requirements

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

- The condition being treated is identified in a HealthCheck screening that occurred within 365 days of the PA request for the service.
- The service is provided to a member who is under 21 years of age.
- The service may be covered under federal Medicaid law.
- The service is medically necessary and reasonable.
- The service is prior authorized before it is provided.
- Services currently covered are not considered acceptable to treat the identified condition.

BadgerCare Plus has the authority to do all of the following:

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

## Noncovered Services

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### Benchmark Plan Noncovered Services

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

- Case management.
- CCC.
- Enteral nutrition products.
- PDN, including PDN for ventilator-dependent members.
- Personal care.
- SMV and common carrier transportation.

### Definition of Noncovered Services

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

# Managed Care

5

Archive Date:11/28/2008

## Managed Care:Claims

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### Appeals to BadgerCare Plus and Wisconsin Medicaid

The provider has 60 calendar days to file an appeal with BadgerCare Plus or Wisconsin Medicaid after the HMO or SSI HMO either does not respond in writing within 45 calendar days or if the provider is dissatisfied with the HMO's or SSI HMO's response.

BadgerCare Plus or Wisconsin Medicaid will not review appeals that were not first made to the HMO or SSI HMO. If a provider sends an appeal directly to BadgerCare Plus or Wisconsin Medicaid without first filing it with the HMO or SSI HMO, the appeal will be returned to the provider.

Appeals will only be reviewed for enrollees who were eligible for and who were enrolled in a BadgerCare Plus HMO or Medicaid SSI HMO on the date of service in question.

Appeals must be made in writing and must include:

- o A letter, clearly marked "APPEAL," explaining why the claim should be paid or a completed [Managed Care Program Provider Appeal](#) form.
- o A copy of the claim, clearly marked "APPEAL."
- o A copy of the provider's letter to the HMO or SSI HMO.
- o A copy of the HMO's or SSI HMO's response to the provider.
- o Any documentation that supports the case.

The appeal will be reviewed and any additional information needed will be requested from the provider or the HMO or SSI HMO. Once all pertinent information is received, BadgerCare Plus or Wisconsin Medicaid has 45 calendar days to make a final decision.

The provider and the HMO or SSI HMO will be notified in writing of the final decision. If the decision is in favor of the provider, the HMO or SSI HMO is required to pay the provider within 45 calendar days of the final decision. The decision is final, and all parties must abide by the decision.

### Appeals to HMOs and SSI HMOs

Providers are required to first file an appeal directly with the BadgerCare Plus HMO or Medicaid SSI HMO within 60 calendar days of receipt of the initial denial. Providers are required to include a letter explaining why the HMO or SSI HMO should pay the claim. The appeal should be sent to the address indicated on the HMO's or SSI HMO's denial notice.

The HMO or SSI HMO then has 45 calendar days to respond in writing to the appeal. The HMO or SSI HMO decides whether to pay the claim and sends the provider a letter stating the decision.

If the HMO or SSI HMO does not respond in writing within 45 calendar days, or if the provider is dissatisfied with the HMO's or SSI HMO's response, the provider may send a written appeal to ForwardHealth within 60 calendar days.

### Claims Submission

BadgerCare Plus HMOs and Medicaid SSI HMOs have requirements for timely filing of claims, and providers are required to follow HMO and SSI HMO claims submission guidelines. Contact the enrollee's HMO or SSI HMO for organization-specific submission deadlines.

### Extraordinary Claims

Extraordinary claims are BadgerCare Plus or Medicaid claims for a BadgerCare Plus HMO or Medicaid SSI HMO enrollee that have been denied by an HMO or SSI HMO but may be paid as fee-for-service claims.

The following are some examples of extraordinary claims situations:

- o The enrollee was not enrolled in an HMO or SSI HMO at the time he or she was admitted to an inpatient hospital, but then enrolled in an HMO or SSI HMO during the hospital stay. In this case, all claims related to the stay (including physician claims) should be

submitted to fee-for-service. These claims (including physician claims) must include admittance and discharge dates.

- o The claims are for orthodontia/prostodontia services that began before HMO or SSI HMO coverage. Include a record with the claim of when the bands were placed.

## Submitting Extraordinary Claims

When submitting an extraordinary claim, include the following:

- o A legible copy of the completed claim form, in accordance with billing guidelines.
- o A letter detailing the problem, any claim denials, and any steps taken to correct the situation.

Submit extraordinary claims to:

ForwardHealth  
Managed Care Extraordinary Claims  
PO Box 6470  
Madison WI 53716-0470

## Medicaid as Payer of Last Resort

Wisconsin Medicaid is the payer of last resort for most covered services, even when a member is enrolled in a BadgerCare Plus HMO or Medicaid SSI HMO. Before submitting claims to HMOs and SSI HMOs, providers are required to submit claims to other health insurance sources. Contact the enrollee's HMO or SSI HMO for more information about billing other health insurance sources.

## Provider Appeals

When a BadgerCare Plus HMO or Medicaid SSI HMO denies a provider's claim, the HMO or SSI HMO is required to send the provider a notice informing him or her of the right to file an appeal.

An HMO or SSI HMO network or non-network provider may file an appeal to the HMO or SSI MCO when:

- o A claim submitted to the HMO or SSI HMO is denied payment.
- o The full amount of a submitted claim is not paid.

Providers are required to file an appeal with the HMO or SSI HMO *before* filing an appeal with ForwardHealth.

## Covered and Noncovered Services

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### Covered Services

#### HMOs

Although BadgerCare Plus requires contracted HMOs to provide all medically necessary covered services, the following services may be provided by BadgerCare Plus HMOs at their discretion:

- o Dental.
- o Chiropractic.

If the HMO does not include these services in their benefit package, the enrollee receives the services on a fee-for-service basis.

#### SSI HMOs

Wisconsin Medicaid requires contracted Medicaid SSI HMOs to provide all medically necessary Medicaid-covered services. If the SSI HMO does not include services such as chiropractic or dental, the enrollee receives these services on a Medicaid fee-for-service basis.

### Noncovered Services

The following are not covered by BadgerCare Plus HMOs or Medicaid SSI HMOs but are provided to enrollees on a fee-for-service basis:

- o CSP benefits.
- o Crisis intervention services.
- o Environmental lead inspections.
- o Milwaukee CCC services.
- o Pharmacy services and some drug-related supplies.
- o PNCC services.
- o SBS.
- o Targeted case management services.
- o Transportation by common carrier (unless the HMO has made arrangements to provide this service as a benefit). Milwaukee HMOs and SSI HMOs are mandated to provide transportation for their enrollees.
- o Directly observed therapy and monitoring for TB-only.

## Enrollment

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### Disenrollment and Exemptions

In some situations, a member may be exempt from enrolling in a BadgerCare Plus HMO or Medicaid SSI HMO. Exempted members receive health care under fee-for-service. Exemptions allow members to complete a course of treatment with a provider who is not contracted with the member's HMO or SSI HMO. For example, in certain circumstances, women in high-risk pregnancies or women who are in the third trimester of pregnancy when they are enrolled in an HMO or SSI HMO *may* qualify for an exemption.

The [contracts](#) between the DHS and the HMO or SSI HMO provide more detail on the exemption and disenrollment requirements.

### Enrollee Grievances

Enrollees have the right to file grievances about services or benefits provided by a BadgerCare Plus HMO or Medicaid SSI HMO. Enrollees also have the right to file a grievance when the HMO or SSI HMO refuses to provide a service. All HMOs and SSI HMOs are required to have written policies and procedures in place to handle enrollee grievances. Enrollees should be encouraged to work with their HMO's or SSI HMO's customer service department to resolve problems first.

If enrollees are unable to resolve problems by talking to their HMO or SSI HMO, or if they would prefer to speak with someone outside their HMO or SSI HMO, they should contact the [Enrollment Specialist](#) or the [Ombudsman Program](#).

The [contracts](#) between the DHS and the HMO or SSI HMO describes the responsibilities of the HMO or SSI HMO and the DHS regarding enrollee grievances.

### Enrollment Eligibility

#### BadgerCare Plus HMOs

Members enrolled in the BadgerCare Plus Standard Plan and the BadgerCare Plus Benchmark Plan are eligible for enrollment in a BadgerCare Plus HMO.

An individual who receives the FPW program, the TB-Only benefit, SeniorCare, or Wisconsin Well Woman Medicaid cannot be enrolled in a BadgerCare Plus HMO.

Information about a member's HMO enrollment status and commercial health insurance coverage may be verified by using Wisconsin's [EVS](#) or the ForwardHealth Portal.

#### SSI HMOs

Members of the following subprograms are eligible for enrollment in a Medicaid SSI HMO:

- Individuals ages 19 and older, who meet the SSI and SSI-related disability criteria.
- Dual eligibles for Medicare and Medicaid.

Individuals who are living in an institution, nursing home, or participating in a Home and Community-Based Waiver program are not eligible to enroll in an SSI MCO.

### Enrollment Periods

#### HMOs

Members are sent enrollment packets that explain the BadgerCare Plus HMOs and the enrollment process and provide contact information.



Once enrolled, enrollees may change their HMO assignment within the first 90 days of enrollment in an HMO (whether they chose the HMO or were auto-assigned). If an enrollee no longer meets the criteria, he or she will be disenrolled from the HMO.

## SSI HMOs

Members are sent enrollment packets that explain the Medicaid SSI HMO's enrollment process and provide contract information. Once enrolled, enrollees may disenroll after a 60-day trial period and up to 120 days after enrollment and return to Medicaid fee-for-service if they choose.

## Enrollment Specialist

The [Enrollment Specialist](#) provides objective enrollment, education, outreach, and advocacy services to BadgerCare Plus HMO and Medicaid SSI HMO enrollees. The Enrollment Specialist is a knowledgeable single point of contact for enrollees, solely dedicated to managed care issues. The Enrollment Specialist is not affiliated with any health care agency.

The Enrollment Specialist provides the following services to HMO and SSI HMO enrollees:

- Education regarding the correct use of HMO and SSI HMO benefits.
- Telephone and face-to-face support.
- Assistance with enrollment, disenrollment, and exemption procedures.

## Member Enrollment

### HMOs

BadgerCare Plus HMO enrollment is either mandatory or voluntary based on ZIP code-defined enrollment areas as follows:

- Mandatory enrollment — Enrollment is mandatory for eligible members who reside in ZIP code areas served by two or more BadgerCare Plus HMOs. Some members may meet criteria for exemption from BadgerCare Plus HMO enrollment.
- Voluntary enrollment — Enrollment is voluntary for members who reside in ZIP code areas served by only one BadgerCare Plus HMO.

Members living in areas where enrollment is mandatory are encouraged to choose their BadgerCare Plus HMO. Automatic assignment to a BadgerCare Plus HMO occurs if the member does not choose a BadgerCare Plus HMO. In general, all members of a member's immediate family eligible for enrollment must choose the same HMO.

Members in voluntary enrollment areas can choose whether or not to enroll in a BadgerCare Plus HMO. There is no automatic assignment for members who live within ZIP codes where enrollment is voluntary.

### SSI HMOs

Medicaid SSI HMO enrollment is either mandatory or voluntary as follows:

- Mandatory enrollment — Most SSI and SSI-related members are required to enroll in an SSI HMO. A member may choose the SSI HMO in which he or she wishes to enroll.
- Voluntary enrollment — Some SSI and SSI-related members may choose to enroll in an SSI HMO on a voluntary basis.

## Ombudsman Program

The [Ombudsmen](#), or Ombuds, are resources for enrollees who have questions or concerns about their BadgerCare Plus HMO or Medicaid SSI HMO. Ombuds provide advocacy and assistance to help enrollees understand their rights and responsibilities in the grievance and appeal process.

BadgerCare Plus HMO/Medicaid SSI HMO Ombudsmen  
PO Box 6470  
Madison WI 53716-0470

## Release of Billing or Medical Information

BadgerCare Plus supports BadgerCare Plus HMO and Medicaid SSI HMO enrollee rights regarding the confidentiality of health care records. BadgerCare Plus has [specific standards](#) regarding the release of an HMO or SSI HMO enrollee's billing information or medical claim records.

## Managed Care Information

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### BadgerCare Plus HMO Program

An HMO is a system of health care providers that provides a comprehensive range of medical services to a group of enrollees. HMOs receive a fixed, prepaid amount per enrollee from BadgerCare Plus (called a capitation payment) to provide medically necessary services.

BadgerCare Plus HMOs are responsible for providing or arranging all contracted covered medically necessary services to enrollees. BadgerCare Plus members enrolled in state-contracted HMOs are entitled to at least the same benefits as fee-for-service members; however, HMOs may establish their own requirements regarding PA, claims submission, adjudication procedures, etc., which may differ from BadgerCare Plus fee-for-service policies and procedures. BadgerCare Plus HMO network providers should contact their HMO for more information about its policies and procedures.

### Managed Care

Managed Care refers to the BadgerCare Plus HMO program, the Medicaid SSI HMO program, and the several special managed care programs available.

The primary goals of the managed care programs are:

- o To improve the quality of member care by providing continuity of care and improved access.
- o To reduce the cost of health care through better care management.

### Managed Care Contracts

The contract between the DHS and the BadgerCare Plus HMO or Medicaid SSI HMO takes precedence over other ForwardHealth provider publications. Information contained in ForwardHealth publications is used by the DHS to resolve disputes regarding covered benefits that cannot be handled internally by HMOs and SSI HMOs. If there is a conflict, the HMO or SSI HMO contract prevails. If the contract does not specifically address a situation, Wisconsin Administrative Code ultimately prevails. HMO and SSI HMO contracts can be found on the Managed Care Organization area of the [ForwardHealth Portal](#).

### SSI HMO Program

Medicaid SSI HMOs provide the same benefits as Medicaid fee-for-service (e.g. medical, dental, mental health/substance abuse, vision, and prescription drug coverage) at no cost to their enrollees through a care management model. Medicaid members and SSI-related Medicaid members in certain counties may be eligible to enroll in an SSI HMO.

SSI-related Medicaid members receive coverage from Wisconsin Medicaid because of a disability determined by the Disability Determination Bureau.

### Member Enrollment

Members who meet the following criteria are eligible to enroll in an SSI HMO:

- o Medicaid-eligible individuals living in a service area that has implemented an SSI managed care program.
- o Individuals ages 19 and older.
- o Individuals who are enrolled in Wisconsin Medicaid and SSI or receive SSI-related Medicaid.

Individuals who are living in an institution or nursing home or are participating in a home and community-based waiver program or FamilyCare are not eligible to enroll in an SSI HMO.

### Ozaukee and Washington Counties

Most SSI and SSI-related Medicaid members who reside in Ozaukee and Washington counties are required to choose the HMO in which they wish to enroll. Dual eligibles (members receiving Medicare and Wisconsin Medicaid) are not required to enroll. After a 60-day trial period and up to 120 days after enrollment, enrollees may disenroll and return to Medicaid fee-for-service if they choose.

## **Southwestern Wisconsin Counties**

SSI members and SSI-related Medicaid members who reside in Buffalo, Jackson, La Crosse, Monroe, Trempealeau, and Vernon counties may choose to receive coverage from the HMO or remain in Wisconsin Medicaid fee-for-service.

## **Continuity of Care**

Special provisions are included in the contract for SSI HMOs for continuity of care for SSI members and SSI-related Medicaid members. These provisions include the following:

- Coverage of services provided by the member's current provider for the first 60 days of enrollment in the SSI program or until the first of the month following completion of an assessment and care plan, whichever comes later. The contracted provider should get a referral from the member's HMO after this.
- Honoring a PA that is currently approved by Wisconsin Medicaid. The PA must be honored for 60 days or until the month following the HMO's completion of the assessment and care plan, whichever comes later.
- Coverage of drugs that an SSI member is currently taking until a prescriber orders different drugs.

## **Special Managed Care Programs**

Wisconsin Medicaid has several special managed care programs that provide services to individuals who are elderly and/or who have disabilities. These members may be eligible to enroll in voluntary regional managed care programs such as Family Care, the PACE, and the Family Care Partnership Program. Additional information about these special managed care programs may be obtained from the Managed Care Organization area of the [ForwardHealth Portal](#).

## **Prior Authorization**

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### **Prior Authorization Procedures**

BadgerCare Plus HMOs and Medicaid SSI HMOs may develop PA guidelines that differ from fee-for-service guidelines. However, the application of such guidelines may not result in less coverage than fee-for-service. Contact the enrollee's HMO or SSI HMO for more information regarding PA procedures.

## Provider Information

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### Copayments

Providers cannot charge enrollees copayments for covered services except in cases where the Medicaid SSI HMO does not cover services such as dental, chiropractic, and pharmacy. When services are provided through fee-for-service or to members enrolled in a BadgerCare Plus HMO, copayments will apply.

### Emergencies

Non-network providers may provide services to BadgerCare Plus HMO and Medicaid SSI HMO enrollees in an emergency without authorization or in urgent situations when authorized by the HMO or SSI HMO. The [contract](#) between the DHS and the HMO or SSI HMO defines an emergency situation and includes general payment requirements.

Unless the HMO or SSI HMO has a written agreement with the non-network provider, the HMO or SSI HMO is only liable to the extent fee-for-service would be liable for an emergency situation, as defined in 42 CFR s. 438.114. Billing procedures for emergencies may vary depending on the HMO or SSI HMO. For specific billing instructions, non-network providers should always contact the enrollee's HMO or SSI HMO.

### Non-network Providers

Providers who do not have a contract with the enrollee's BadgerCare Plus HMO or Medicaid SSI HMO are referred to as non-network providers. (HMO and SSI HMO network providers agree to payment amounts and billing procedures in a contract with the HMO or SSI HMO.) Non-network providers are required to direct enrollees to HMO or SSI HMO network providers except in the following situations:

- When a non-network provider is treating an HMO or SSI HMO enrollee for an emergency medical condition as defined in the contract between the DHS and the HMO or SSI HMO.
- When the HMO or SSI HMO has authorized (in writing) an out-of-plan referral to a non-network provider.
- When the service is not provided under the HMO's or SSI HMO's contract with the DHS (such as dental, chiropractic, and pharmacy services).

Non-network providers may not serve BadgerCare Plus HMO or Medicaid SSI HMO enrollees as private-pay patients.

### Out-of-Area Care

BadgerCare Plus HMOs and Medicaid SSI HMOs may cover medically necessary care provided to enrollees when they travel outside the HMO's or SSI HMO's service area. The HMO or SSI HMO is required to authorize the services before the services are provided, except in cases of [emergency](#). If the HMO or SSI HMO does not authorize the services, the enrollee may be held responsible for the cost of those services.

### Provider Participation

Providers interested in participating in a BadgerCare Plus HMO or Medicaid SSI HMO or changing HMO or SSI HMO network affiliations should contact the HMO or SSI HMO for more information. Conditions and terms of participation in an HMO or SSI HMO are pursuant to specific contract agreements between HMOs or SSI HMOs and providers. An HMO or SSI HMO has the right to choose whether or not to contract with any provider.

### Referrals

Non-network providers may at times provide services to BadgerCare Plus HMO and Medicaid SSI HMO enrollees on a referral basis. Non-network providers are always required to contact the enrollee's HMO or SSI HMO. Before services are provided, the non-network provider and the HMO or SSI HMO should discuss and agree upon billing procedures and fees for all referrals. Non-network providers and HMOs or SSI HMOs should document the details of any referral in writing before services are provided.

Billing procedures for out-of-plan referrals may vary depending on the HMO or SSI HMO. For specific billing instructions, non-network providers should always contact the enrollee's HMO or SSI HMO.

## **Services Not Provided by HMOs or SSI HMOs**

If an enrollee's BadgerCare Plus HMO's or Medicaid SSI HMO's benefit package does not include a covered service, such as chiropractic or dental services, any Medicaid-certified provider may provide the service to the enrollee and submit claims to fee-for-service.

# Member Information

6



Archive Date:11/28/2008

## Member Information:Birth to 3 Program

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### Administration and Regulations

In Wisconsin, B-3 services are administered at the local level by county departments of community programs, human service departments, public health agencies, or any other public agency designated or contracted by the county board of supervisors. The DHS monitors, provides technical assistance, and offers other services to county B-3 agencies.

The enabling federal legislation for the B-3 Program is 34 CFR Part 303. The enabling state legislation is s. [51.44](#), Wis. Stats., and the regulations are found in ch. [HFS 90](#), Wis. Admin. Code.

Providers may contact the appropriate county B-3 agency for more information.

### Enrollment Criteria

A child from birth up to (but not including) age 3 is eligible for B-3 services if the child meets one of the following criteria:

- The child has a diagnosed physical or mental condition that has a high probability of resulting in a developmental delay.
- The child has at least a 25 percent delay in one or more of the following areas of development:
  - Cognitive development.
  - Physical development, including vision and hearing.
  - Communication skills.
  - Social or emotional development.
  - Adaptive development, which includes self-help skills.
- The child has atypical development affecting his or her overall development, as determined by a qualified team using professionally acceptable procedures and informed clinical opinion.

BadgerCare Plus provides B-3 information because many children enrolled in the B-3 Program are also BadgerCare Plus members.

### Individualized Family Service Plan

A B-3 member receives an IFSP developed by an interdisciplinary team that includes the child's family. The IFSP provides a description of the outcomes, strategies, supports, services appropriate to meet the needs of the child and family, and the natural environment settings where services will be provided. All B-3 services must be identified in the child's IFSP.

### Requirements for Providers

Title 34 CFR Part 303 for B-3 services requires all health, social service, education, and tribal programs receiving federal funds, including Medicaid providers, to do the following:

- Identify children who may be eligible for B-3 services. These children must be referred to the appropriate county B-3 program within *two working days* of identification. This includes children with developmental delays, atypical development, disabilities, and children who are substantiated as abused or neglected. For example, if a provider's health exam or developmental screen indicates that a child may have a qualifying disability or developmental delay, the child must be referred to the county B-3 program for evaluation. (Providers are encouraged to explain the need for the B-3 referral to the child's parents or guardians.)
- Cooperate and participate with B-3 service coordination as indicated in the child's IFSP. B-3 services must be provided by providers who are employed by, or under agreement with, a B-3 agency to provide B-3 services.
- Deliver B-3 services in the child's natural environment, unless otherwise specified in the IFSP. The child's natural environment includes the child's home and other community settings where children without disabilities participate. (Hospitals contracting with a county to provide therapy services in the child's natural environment must receive separate certification as a therapy group to be reimbursed for these therapy services.)
- Assist parents or guardians of children receiving B-3 services to maximize their child's development and participate fully in implementation of their child's IFSP. For example, an occupational therapist is required to work closely with the child's parents and caretakers to show them how to perform daily tasks in ways that maximize the child's potential for development.

# Services

The B-3 Program covers the following types of services when they are included in the child's IFSP:

- o Evaluation and assessment.
- o Special instruction.
- o OT.
- o PT.
- o SLP.
- o Audiology.
- o Psychology.
- o Social work.
- o Assistive technology.
- o Transportation.
- o Service coordination.
- o Certain medical services for diagnosis and evaluation purposes.
- o Certain health services to enable the child to benefit from early intervention services.
- o Family training, counseling, and home visits.

## 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:

- o Pregnant non-U.S. citizens who are not qualified aliens but meet other eligibility criteria for BadgerCare.
- o 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

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:

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

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

- o All uninsured children.
- o More pregnant women.
- o More parents and caretaker relatives.
- o Parents with children in foster care who are working to reunify their families.
- o Young adults exiting out-of-home care, such as foster care, because they have turned 18 years of age.
- o Certain farmers and other self-employed parents and caretaker relatives.

Where available, all 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 two benefit plans, the BadgerCare Plus Standard Plan and the BadgerCare Plus Benchmark Plan. The services covered under the Standard Plan are the same as the Wisconsin Medicaid program. The Benchmark Plan is a more limited plan, modeled after commercial insurance.

### 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.

### 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.

## 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 program 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 program receive routine services to prevent or delay pregnancy. In addition, FPW program 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 program.

FPW program 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 program 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.

## Presumptive Eligibility for the Family Planning Waiver Program

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 PE for the FPW program for up to three months. Services covered under the PE for the FPW program are the same as those covered under the FPW program and must be clearly related to routine contraceptive management.

To determine enrollment for the FPW program, providers should use the income limit for 200 percent of the [FPL](#).

PE for the FPW program providers may issue white paper PE for the FPW program 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, EDS.

## Limited Benefit Categories Overview

Certain members are eligible for only limited benefits even though they may present a [ForwardHealth identification card](#). These limited benefit categories include the following:

- BadgerCare Plus Expansion for Certain Pregnant Women.
- FPW, including the PE for the FPW.
- EE for Children and Pregnant Women Benefit.
- QDWI.
- QI-1.
- QMB Only.
- SLMB.
- TB-Only Benefit.

Providers should note that a member may be enrolled in more than one limited benefit category. For example, a member may be enrolled in the FPW and the TB-Only Benefit.

Providers are strongly encouraged to verify dates of enrollment and other coverage information using the EVS to determine whether a member is in a limited benefit category or receives full-benefit Medicaid or BadgerCare Plus.

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

## 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:

- o Age 65 and older.
- o Blind.
- o Disabled.

Some needy and low-income people become eligible for Wisconsin Medicaid by qualifying for programs such as:

- o Katie Beckett.
- o Medicaid Purchase Plan.
- o [Subsidized adoption](#) and foster care programs.
- o SSI.
- o 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:

- o Local county or tribal agencies.
- o Medicaid outstation sites.
- o 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.

## Qualified Disabled Working Individual Members

QDWI members are a limited benefit category of Medicaid members. The only benefit they receive from Wisconsin Medicaid is payment of Medicare monthly premiums for Part A.

QDWI members are certified by their local county or tribal agency. To qualify, QDWI members are required to meet the following qualifications:

- o Have income under 200 percent of the FPL.
- o Be entitled to, but not necessarily enrolled in, Medicare Part A.

- Have income or assets too high to qualify for other regular Wisconsin Medicaid benefits, including QMB Only and SLMB.

QDWI members do not receive a ForwardHealth identification card.

## Qualified Medicare Beneficiary-Only Members

QMB-Only members are a limited benefit category of Medicaid members. The only benefits they receive from Wisconsin Medicaid are payment of the following:

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

QMB-Only members are certified by their local county or tribal agency. QMB-Only members are required to meet the following qualifications:

- Have an income under 100 percent of the FPL.
- Be entitled to, but not necessarily enrolled in, Medicare Part A.
- Not be receiving other Medicaid benefits.

QMB-Only members receive a ForwardHealth identification card.

## Qualifying Individual 1 Members

QI-1 members are a limited benefit category of Medicaid members. The only benefit they receive from Wisconsin Medicaid is payment of Medicare monthly premiums for Part B.

QI-1 members are certified by their local county or tribal agency. To qualify, QI-1 members are required to meet the following qualifications:

- Have income between 120 and 135 percent of the FPL.
- Be entitled to, but not necessarily enrolled in, Medicare Part A.
- Have income or assets that are too high to qualify for other regular Wisconsin Medicaid benefits.

QI-1 members do not receive a ForwardHealth identification card.

## Specified Low-Income Medicare Beneficiaries

SLMB members are a limited benefit category of Medicaid members. The only benefits they receive from Wisconsin Medicaid are payment of Medicare monthly premiums for Part B.

SLMB members are certified by their local county or tribal agency. To qualify, SLMB members are required to meet the following qualifications:

- Have an income under 120 percent of the FPL.
- Be entitled to, but not necessarily enrolled in, Medicare Part A.
- Have income or assets too high to qualify for other regular Wisconsin Medicaid benefits.

SLMB members do not receive a ForwardHealth identification card.

## Tuberculosis-Related Services-Only Benefit

The [TB-Only Benefit](#) is a limited benefit category that allows individuals with TB infection or disease to receive covered TB-related outpatient services.

## **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:

- o Breast cancer.
- o Cervical cancer.
- o Precancerous conditions of the cervix.

Services provided to women who are enrolled in Well Woman Medicaid are reimbursed through Medicaid fee-for-service.



## Enrollment Responsibilities

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### General Information

Members have certain responsibilities per [HFS 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 [HFS 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:

- o Individual was denied the right to apply.
- o Application for BadgerCare Plus or Wisconsin Medicaid was denied.
- o Application for BadgerCare Plus or Wisconsin Medicaid was not acted upon promptly.
- o 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:

- o If a member files an appeal before his or her enrollment ends, coverage will continue pending the hearing decision.
- o 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](#).

### General Information

Members are entitled to certain rights per [HFS 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 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.

## Presumptive Eligibility for the Family Planning Waiver Temporary Cards

Qualified providers may issue white paper [PE for the FPW](#) identification cards for women to use temporarily until they receive a ForwardHealth identification card. The identification card is included with the Presumptive Eligibility for the Family Planning Waiver Application.

The PE for the FPW identification cards have the following message printed on them: "Wisconsin Medicaid Presumptive Eligibility for the Family Planning Waiver Temporary Identification Card." Providers should accept the white PE for 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. [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. Express Enrollment identification cards are included on the bottom portion of the enrollment notice that is printed out and provided to the member after the on-line 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 within three business days after the application is submitted. To ensure children and pregnant women receive needed services in a timely manner, providers should accept the printed paper EE cards for children and either the printed paper EE card or the beige identification cards for pregnant women as proof of enrollment for the dates provided on the cards. Providers are encouraged to keep a photocopy of the card.

## 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.
- Green paper temporary cards.
- Paper printout identification cards for EE for children and pregnant women and beige PE cards for pregnant women who are enrolled in BadgerCare Plus through EE.
- White paper PE for the FPW program 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 [HFS 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.

### 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.

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 outstation 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.

### 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 [HFS 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:

- o The individual is eligible for benefits as of the DOS on the last bill.
- o 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.)
- o 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:

- o The DOS of the final charges counted toward satisfying the spenddown amount.
- o The provider number of the provider of the last service.
- o 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.

# Prior Authorization

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Archive Date:11/28/2008

## Prior Authorization:Decisions

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### Approved Requests

PA requests are approved for varying periods of time based on the clinical justification submitted. The provider receives a copy of a PA decision notice when a PA request for a service is approved. Providers may then begin providing the approved service on the grant date given.

An approved request means that the requested *service*, not necessarily the code, was approved. For example, a similar procedure code may be substituted for the originally requested procedure code. Providers are encouraged to review approved PA requests to confirm the services authorized and confirm the assigned grant and expiration dates.

### Listing Procedure Codes Approved as a Group on the Decision Notice Letter

In certain circumstances, ForwardHealth will approve a PA request for a group of procedure codes with a total quantity approved for the entire group. When this occurs, the quantity approved for the entire group of codes will be indicated with the first procedure code. All of the other approved procedure codes within the group will indicate a quantity of zero.

Providers may submit claims for any combination of the procedure codes in the group up to the approved quantity.

### Communicating Prior Authorization Decisions

ForwardHealth will make a decision regarding a provider's PA request within 20 working days from the receipt of all the necessary information. After processing the PA request, ForwardHealth will send the provider either a decision notice letter or a returned provider review letter. Providers will receive a decision notice letter for PA requests that were approved, approved with modifications, or denied. Providers will receive a returned provider review letter for PA requests that require corrections or additional information. The decision notice letter or returned provider review letter will clearly indicate what is approved or what correction or additional information ForwardHealth needs to continue adjudicating the PA request.

Providers submitting PA requests via the [Portal](#) will receive a decision notice letter or returned provider review letter via the Portal.

If the provider submitted a PA request via [mail](#) or [fax](#) and the provider has a Portal account, the decision notice letter or returned provider review letter will be sent to the provider via the Portal as well as by mail.

If the provider submitted a paper PA request via mail or fax and does not have a Portal account, the decision notice letter or returned provider review letter will be sent to the address indicated in the provider's file as his or her PA address (or to the physical address if there is no PA address on file), *not* to the address the provider wrote on the PA request.

The decision notice letter or returned provider review letter will not be faxed back to providers who submitted their paper PA request via fax. Providers who submitted their paper PA request via fax will receive the decision notice letter or returned provider letter via mail.

### Correcting Returned Prior Authorization Requests and Request Amendments on the Portal

If a provider received a returned provider review letter or an amendment provider review letter, he or she will be able to correct the errors identified on the returned provider review letter directly on the ForwardHealth Portal. Once the provider has corrected the error(s), the provider can resubmit the PA request or amendment request via the Portal to ForwardHealth for processing.

### Decision Notice Letters and Returned Provider Review Letters on the Portal

Providers can view PA decision notices and provider review letters via the secure area of the ForwardHealth Portal. Prior authorization decision notices and provider review letters can be viewed when the PA is selected on the Portal.

*Note:* The PA decision notice or the provider review letter will not be available until the day after the PA request is processed by ForwardHealth.

## Denied Requests

When a PA request is denied, both the provider and the member are notified. The provider receives a PA decision notice, including the reason for PA denial. The member receives a [Notice of Appeal Rights](#) letter that includes a brief statement of the reason PA was denied and information about his or her right to a fair hearing. Only the *member, or authorized person acting on behalf of the member*, can appeal the denial.

Providers may call [Provider Services](#) for clarification of why a PA request was denied.

Providers are required to discuss a denied PA request with the member and are encouraged to help the member understand the reason the PA request was denied.

Providers have three options when a PA request is denied:

- Not provide the service.
- Submit a *new* PA request. Providers are required to submit a copy of the original denied PA request and additional supporting clinical documentation and medical justification along with a new [PA/RF](#), [PA/DRF](#), or [PA/HIAS1](#).
- Provide the service as a noncovered service.

If the member does not appeal the decision to deny the PA request or appeals the decision but the decision is upheld and the member chooses to receive the service anyway, the member may choose to receive the service(s) as a [noncovered service](#).

## Modified Requests

Modification is a change in the services originally requested on a PA request. Modifications could include, but are not limited to, either of the following:

- The authorization of a procedure code different than the one originally requested.
- A change in the frequency or intensity of the service requested.

When a PA request is modified, both the provider and the member are notified. The provider will be sent a decision notice letter. The decision notice letter will clearly indicate what is approved or what correction or additional information is needed to continue adjudicating the PA request. The member receives a [Notice of Appeal Rights](#) letter that includes a brief statement of the reason PA was modified and information on his or her right to a fair hearing. Only the *member, or authorized person acting on behalf of the member*, can appeal the modification.

Providers are required to discuss with the member the reasons a PA request was modified.

Providers have the following options when a PA request is approved with modification:

- Provide the service as authorized.
- Submit a request to amend the modified PA request. Additional supporting clinical documentation and medical justification must be included.
- Not provide the service.
- Provide the service as originally requested as a noncovered service.

If the member does not appeal the decision to modify the PA request or appeals the decision but the decision is upheld and the member chooses to receive the originally requested service anyway, the member may choose to receive the service(s) as a [noncovered service](#).

Providers may call [Provider Services](#) for clarification of why a PA request was modified.

## Personal Care Screening Tool Allocation Sufficient for Tasks

The personal care provider is responsible for hiring and training the PCW assigned to the BadgerCare Plus member. Medicaid-certified personal care providers are responsible for assuring that their PCWs efficiently complete their assigned activities. How long a worker takes to perform a particular task for a member generally depends upon the skill and efficiency of the worker and the needs of the particular member. The PCST.

## Returned Provider Review Letter Response Time

### Thirty Days to Respond to the Returned Provider Review Letter

ForwardHealth must receive the provider's response within 30 calendar days of the date on the returned provider review letter, whether the letter was sent to the provider by mail or through the ForwardHealth Portal. If the provider's response is received within 30 calendar days, ForwardHealth still considers the original receipt date on the PA request when authorizing a grant date for the PA.

If ForwardHealth does not receive the provider's response within 30 calendar days of the date the returned provider review letter was sent, the PA status becomes inactive and the provider is required to submit a new PA request. This results in a later grant date if the PA request is approved. Providers will not be notified when their PA request status changes to inactive, but this information will be available on the Portal and through [WiCall](#).

If ForwardHealth receives additional information from the provider after the 30-day deadline has passed, a letter will be sent to the provider stating that the PA request is inactive and the provider is required to submit a new PA request.

## Returned Requests

A PA request may be returned to the provider when forms are incomplete, inaccurate, or additional clinical information or corrections are needed. When this occurs, the provider will be sent a provider review letter.

### Returned Provider Review Letter

The returned provider review letter will indicate the PA number assigned to the request and will specify corrections or additional information needed on the PA request. Providers are required to make the corrections or supply the requested information in the space provided on the letter or attach additional information to the letter before mailing the letter to ForwardHealth. Providers can also correct PAs that have been placed in returned provider review status in the ForwardHealth Portal.

The provider's paper documents submitted with the PA request will not be returned to the provider when corrections or additional information are needed; however, X-rays, photographs, and dental molds will be returned once the PA is finalized for dentists, physicians, and DME providers. Therefore, providers are required to make a copy of their PA requests (including attachments and any supplemental information) before mailing the requests to ForwardHealth. The provider is required to have a copy on file for reference purposes if more information is required about the PA request.

*Note:* When changing or correcting the PA request, providers are reminded to revise or update the documentation retained in their records.



## Emergent and Urgent Situations

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### Emergency Services

In emergency situations, the PA requirement may be waived for services that normally require PA. Emergency services are defined in [HFS 101.03\(52\)](#), Wis. Admin. Code, as "those services which are necessary to prevent the death or serious impairment of the health of the individual."

Reimbursement is not guaranteed for services that normally require PA that are provided in emergency situations. As with all covered services, emergency services must meet all [program requirements](#), including medical necessity, to be reimbursed by Wisconsin Medicaid. For example, reimbursement is contingent on, but not limited to, eligibility of the member, the circumstances of the emergency, and the medical necessity of the services provided.

Wisconsin Medicaid will not reimburse providers for noncovered services provided in any situation, including emergency situations.

### Urgent Services

Telephone consultations with DHCAA staff regarding a prospective PA request can be given only in urgent situations when medically necessary. An urgent, medically necessary situation is one where a delay in authorization would result in undue hardship for the member or unnecessary costs for Medicaid as determined by the DHCAA. All telephone consultations for urgent services should be directed to the DHCAA's Bureau of Program Integrity at (608) 266-2521. Providers should have the following information ready when calling:

- o Member's name.
- o Member identification number.
- o Service(s) needed.
- o Reason for the urgency.
- o Diagnosis of the member.
- o Procedure code of the service(s) requested.

Providers are required to submit a PA request to ForwardHealth within 14 calendar days after the date of the telephone consultation. PA may be denied if the request is received more than two weeks after the consultation. If the PA request is denied in this case, the provider cannot request payment from the member.

## Follow-Up to Decisions

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### Amendment Decisions

ForwardHealth will make a decision regarding a provider's amendment request within 20 working days from the receipt of all the information necessary. If the provider submitted the amendment request via the ForwardHealth Portal, the decision notice letter or returned amendment provider review letter will be sent to the provider via the Portal.

If the provider submitted an amendment request via mail or fax and the provider has a Portal account, the decision notice letter or returned amendment provider review letter will be sent to the provider via the Portal as well as by mail.

If the provider submitted a paper amendment request via mail or fax and does not have a Portal account, the decision notice letter or returned amendment provider review letter will be sent to the address indicated in the provider's file as his or her PA address (or to the physical address if there is no PA address on file), *not* to the address the provider wrote on the amendment request.

Neither the decision notice letter nor the returned amendment provider review letter will be faxed back to providers who submitted their paper amendment request via fax. Providers who submitted their paper amendment request via fax will receive the decision notice letter or returned amendment provider review letter via mail.

### Amendments

Providers are required to use the [Prior Authorization Amendment Request](#) to amend an approved or modified PA request.

ForwardHealth does not accept a paper amendment request submitted on anything other than the Prior Authorization Amendment Request. The Prior Authorization Amendment Request may be submitted through the [ForwardHealth Portal](#) as well as by [mail](#) or [fax](#). If ForwardHealth receives a PA amendment on a previous version of the Prior Authorization Amendment Request form, a letter will be sent to the provider stating that the provider is required to submit a new PA amendment request using the proper forms.

Examples of when providers may request an amendment to an approved or modified PA request include the following:

- o To temporarily modify a member's frequency of a service when there is a short-term change in his or her medical condition.
- o To change the rendering provider information when the billing provider remains the same.
- o To change the ForwardHealth Member Identification Number.
- o To add or change a procedure code.

*Note:* ForwardHealth recommends that, under most circumstances, providers should enddate the current PA request and submit a new one if there is a significant, long-term change in services required.

### Personal Care Providers

Additional situations in which personal care providers may decide to submit amendment requests include, but are not limited to, the following:

- o To request more PRN units when previously authorized units are exhausted.
- o To request PRN units when PRN services were not included on the [PA/RF](#) requesting PA for personal care services.
- o To adjust approved units for a short-term change in informal supports or in the member's condition. Short-term changes are anticipated to persist for three months or less.
- o To adjust approved units for a long-term change in informal supports or in the member's condition.
- o To discontinue PA.
- o To add or increase travel time.

Complete a Prior Authorization Amendment Request describing the specific change requested and the reason for the request. Provide sufficient detail for ForwardHealth to determine the medical necessity of the requested covered personal care service.

The amendment request should include the number of additional units being requested. Additional units are required to be requested in units per week (per year for PRN) on the Prior Authorization Amendment Request.

Refer to the following two tables detailing the documentation providers are required to submit to ForwardHealth for each of these PA amendment request situations. The first table lists the specific forms and information included in each documentation package. The second table outlines some of the reasons for which a provider may submit a prior authorization amendment, the steps to be completed, and the documentation that must be submitted in each situation.

Documentation package to be submitted for Prior Authorization Amendment	Documentation included in package
Package A	<ul style="list-style-type: none"> <li>• Copy of the PA/RF.</li> <li>• Copy of PCST Summary Sheet, F-11133SS, or the paper PCST, F-11133.*</li> <li>• Prior Authorization Amendment Request, F-11042.</li> <li>• Plan of care (POC).</li> </ul>
Package B	<ul style="list-style-type: none"> <li>• Copy of the PA/RF.</li> <li>• Copy of Web-based Full PCST report including the Summary Sheet or the paper PCST.*</li> <li>• Prior Authorization Amendment Request.</li> <li>• <a href="#">Personal Care Addendum, F-11136</a>.</li> <li>• POC.</li> <li>• Supporting documentation, as directed in the PCST instructions.</li> </ul>
Package C	<ul style="list-style-type: none"> <li>• Copy of the PA/RF.</li> <li>• Prior Authorization Amendment Request</li> </ul>

\*Note: If using the Web-based PCST and required to create an initial screen, submit a copy of the newly created Full PCST report including the Summary Sheet. When *not* required to create an initial screen, submit the current version of the Full PCST report and Summary Sheet.

If using the paper PCST and required to create an initial screen, submit a copy of the newly created paper PCST. When *not* required to create an initial screen, submit a copy of the current paper PCST.

Reason for Requesting a Prior Authorization Amendment	Does an initial PCST need to be completed again?	Should the current PA be end-dated?	Which documents should be submitted?
To request PRN time up to 96 units per year and not previously requested on the PA/RF.	Yes	No	Package A
To request additional PRN time over the amount previously approved.	No	No	Package B
The provider has received an adjudicated PA request, but the registered nurse determines that the units allocated by the PCST and approved by ForwardHealth are insufficient to meet the member's needs for personal care worker provided services.	No	No	Package B
There is a short-term change in informal supports or the member's condition. More units are required.  (Short-term changes are anticipated to persist for three months or less.)	No	No	Package B

There is a long-term change in informal supports or the member's condition. More units are required.	Yes	No	Package A (If the <i>newly</i> created PCST allocates units <i>sufficient</i> to meet the member's needs for a PCW.)
	Yes	No	Package B (If the <i>newly</i> created PCST allocates units <i>insufficient</i> to meet the member's needs for a PCW.)
The PA request is discontinued.	No	Yes	Package C
To request travel time or to request additional travel time.	No	No	Package C

## Appeals

If a PA request is denied or modified by ForwardHealth, only a member, or authorized person acting on behalf of the member, may file an appeal with the DHA. Decisions that may be appealed include the following:

- o Denial or modification of a PA request.
- o Denial of a retroactive authorization for a service.

The member is required to file an appeal within 45 days of the date of the [Notice of Appeal Rights](#) letter.

To file an appeal, members may complete and submit a [Request for Fair Hearing](#) form.

Though providers cannot file an appeal, they are encouraged to remain in contact with the member during the appeal process. Providers may offer the member information necessary to file an appeal and help present his or her case during a fair hearing.

### Fair Hearing Upholds ForwardHealth's Decision

If the hearing decision upholds the decision to deny or modify a PA request, the DHA notifies the member and ForwardHealth in writing. The member may choose to receive the service (or in the case of a modified PA request, the originally requested service) as a noncovered service, not receive the service at all, or appeal the decision.

### Fair Hearing Overturns ForwardHealth's Decision

If the hearing decision overturns the decision to deny or modify the PA request, the DHA notifies ForwardHealth, the member, and the provider. The letter includes instructions for the provider and for ForwardHealth.

If the DHA letter instructs the provider to submit a claim for the service, the provider should submit the following to ForwardHealth after the service(s) has been performed:

- o A paper claim with "HEARING DECISION ATTACHED" written in red ink at the top of the claim.
- o A copy of the hearing decision.
- o A copy of the denied PA request.

Providers are required to submit claims with hearing decisions to the following address:

ForwardHealth  
Specialized Research  
Ste 50  
6406 Bridge Rd  
Madison WI 53784-0050

Claims with hearing decisions sent to any other address may not be processed appropriately.

If the DHA letter instructs the provider to submit a new PA request, the provider is required to submit the *new* PA request along with a copy of the hearing decision to the PA Unit at the following address:

ForwardHealth  
 Prior Authorization  
 Ste 88  
 6406 Bridge Rd  
 Madison WI 53784-0088

ForwardHealth will then approve the PA request with the revised process date. The provider may then submit a claim following the usual claims submission procedures after providing the service(s).

## Financial Responsibility

If the member asks to receive the service *before* the hearing decision is made, the provider is required to notify the member before rendering the service that the member will be responsible for payment if the decision to deny or modify the PA request is upheld.

If the member accepts responsibility for payment of the service before the hearing decision is made, and if the appeal decision *upholds* the decision to deny or modify the PA request, the provider [may collect payment from the member](#) if certain conditions are met.

If the member accepts responsibility for payment of the service before the hearing decision is made, and if the appeal decision *overturns* the decision to deny or modify a PA request, the provider may submit a claim to ForwardHealth. If the provider collects payment from the member for the service before the appeal decision is overturned, the provider is required to refund the member for the *entire* amount of payment received from the member after the provider receives Medicaid's reimbursement.

Wisconsin Medicaid does not directly reimburse member.

## Enddating

Providers are required to use the [Prior Authorization Amendment Request](#) (10/08) to enddate most PA requests. ForwardHealth does not accept requests to enddate a PA request for any service, except drugs, on anything other than the Prior Authorization Amendment Request. PA for drugs may be enddated by using STAT-PA in addition to submitting a Prior Authorization Amendment Request.

Providers may submit a Prior Authorization Amendment Request on the ForwardHealth Portal, or by fax or mail.

If a request to enddate a PA is not submitted on the Prior Authorization Amendment Request, a letter will be sent to the provider stating that the provider is required to submit the request using the proper forms.

Examples of when a PA request should be enddated include the following:

- o A member chooses to discontinue receiving prior authorized services.
- o A provider chooses to discontinue delivering prior authorized services or terminates participation in Wisconsin Medicaid or BadgerCare Plus.
- o More volunteer assistance becomes available.
- o The member no longer needs personal care services. In this situation, the provider should retain physician's orders that recommend discharging the member.
- o Another provider takes over personal care services for the member.
- o The member is admitted into an institution for a long-term stay.
- o The member expires.

Examples of when a PA request should be enddated and a new PA request should be submitted include the following:

- o There is an interruption in a member's continual care services.
- o There is a change in the member's condition that warrants a long-term change in services required.
- o The service(s) is no longer medically necessary.

## Returned Amendment Provider Review Letter

If the amendment request needs correction or additional information, a returned amendment provider review letter will be sent. The letter will show how the PA appears currently in the system and providers are required to respond by correcting errors identified on the letter. Providers are required to make the corrections or supply the requested information in the space provided on the letter or attach additional information to the letter before mailing the letter to ForwardHealth. Providers can also correct an amendment request that has been placed in returned provider review status in the [Portal](#).

ForwardHealth must receive the provider's response within 30 calendar days of the date the returned amendment provider review letter was sent. After 30 days the amendment request status becomes inactive and the provider is required to submit a new amendment request. The ForwardHealth interChange system will continue to use the original approved PA request for processing claims.

The provider's paper documents submitted with the amendment request will not be returned to the provider when corrections or additional information are needed; however, X-rays, photographs, and dental models will be returned once the amendment request is finalized for dentists, physicians, and DME providers. Therefore, providers are required to make a copy of their amendment requests (including attachments and any supplemental information) before mailing the requests to ForwardHealth. The provider is required to have a copy on file for reference purposes if ForwardHealth requires more information about the amendment request.

*Note:* When changing or correcting the amendment request, providers are reminded to revise or update the documentation retained in their records.

## Searching for Previously Submitted Prior Authorization Requests on the Portal

Providers will be able to search for all previously submitted PA requests, regardless of how the PA was initially submitted. If the provider knows the PA number, he or she can enter the number to retrieve the PA information. If the provider does not know the PA number, he or she can search for a PA by entering information in one or more of the following fields:

- Member identification number.
- Requested start date.
- Prior authorization status.
- Amendment status.

If the provider does not search by any of the information above, providers will retrieve all their PA requests submitted to ForwardHealth.

## Forms and Attachments

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### An Overview

Depending on the service being requested, most PA requests must be comprised of the following:

- The [PA/RF](#), [PA/DRF](#), or [PA/HIAS1](#).
- A service-specific PA attachment(s).
- Additional supporting clinical documentation.

### Attachments

In addition to the [PA/RF](#), [PA/HIAS1](#), or [PA/DRF](#), a service-specific PA attachment must be submitted with each PA request. The PA attachment allows a provider to document the clinical information used to determine whether or not the standards of medical necessity are met for the requested service(s). Providers should include adequate information for ForwardHealth to make a reasonable judgment about the case.

ForwardHealth will scan each form with a barcode as it is received, which will allow greater efficiencies for processing PA requests.

## Documentation Required for Requesting Prior Authorization

To obtain PA for personal care services, providers are required to submit documents to ForwardHealth that accurately and completely demonstrate the need for the requested personal care services. If the documentation contains errors or is incomplete, adjudication of the PA will be delayed while the request is returned to the provider to supply the required information.

### Completion of the Personal Care Screening Tool

The provider is required to complete the [PCST](#) for a member each time PA is requested for that member. Also, the PCST is required to be completed as often as necessary when preparing a PA amendment for an adjudicated PA. PA may be granted for varying periods of time, depending on the circumstances, but is never granted for longer than a 12-month period.

The PCST may not be completed more than 90 days before the requested PA start date. ForwardHealth will authorize the requested start date only when the requested start date is on or after the PCST completion date and all other requirements are met.

### Minimum Documentation That Providers Are Required to Submit

To request PA for personal care services, providers are required to submit the following documents to ForwardHealth:

- [PA/RF](#).
- [Personal Care Prior Authorization Provider Acknowledgement](#).
- One of the following:
  - A copy of the PCST Summary Sheet (when using the Web-based PCST).
  - A copy of the completed PCST (when using the paper PCST).

### Documentation Providers Are Required to Maintain on File

Providers are required to maintain all of the following on file to support their reimbursement for personal care services:

- Copies or the originals, as appropriate, of all documents submitted with the PA request to ForwardHealth. (Providers are required to maintain the Full PCST on file, not just the PCST Summary Sheet.)
- The POC.
- Signed and dated physician orders reflecting the number of hours per day and days per week that personal care services are to be

- provided. Physician orders are required to be expressed as hours per day, days per week.
- o The nursing assessment. Standards of Practice for Registered Nurses and Licensed Practical Nurses, chapter [N 6.03\(1\)](#), Wis. Admin. Code, defines the nursing assessment as the "systematic and continual collection and analysis of data about the health status of a patient culminating in the formulation of a nursing diagnosis." Nursing assessment forms are created by the provider. ForwardHealth does not prescribe a format for nursing assessments.
  - o The record of all PCW assignments for the member, and the record of the RN supervisory visits.
  - o The time and activity records of all visits by PCWs, including observations and assigned activities, completed and not completed.
  - o Documentation of travel time if claimed for reimbursement.
  - o The list of the member's medications, regardless of the involvement with medication administration assistance.
  - o The list of the member's regularly scheduled activities outside the home.
  - o The notes between the personal care provider and RN supervisor, if applicable.
  - o The clinical rationale making the services medically necessary must be clearly documented.

## Obtaining Forms and Attachments

Providers may obtain paper versions of all PA forms and attachments. In addition, providers may download and complete most PA attachments from the ForwardHealth Portal.

### Paper Forms

Paper versions of all PA forms and PA attachments are available by writing to ForwardHealth. Include a return address, the name of the form, the form number (if applicable), and mail the request to the following address:

ForwardHealth  
Form Reorder  
6406 Bridge Rd  
Madison WI 53784-0003

Providers may also call [Provider Services](#) to order paper copies of forms.

### Downloadable Forms

Most PA attachments can be downloaded and printed in their original format from the Portal. Many forms are available in fillable PDF and fillable Microsoft® Word formats.

### Web Prior Authorization Via the Portal

Certain providers may complete the [PA/RF](#) and PA attachments through the Portal. Providers may then print the PA/RF (and in some cases the PA attachment), and send the PA/RF, service-specific PA attachments, and any supporting documentation on paper by mail or fax to ForwardHealth.

## Personal Care Addendum

The [Personal Care Addendum](#) is to be completed as directed for PA requests and with PA amendment requests.

ForwardHealth requires the POC to be submitted with every Personal Care Addendum. When completing the Personal Care Addendum, rather than repeating information that has been included in the POC, providers may refer to specific locations (e.g., page and item numbers) in the POC as long as the referenced item in the POC contains all of the required components. Stating "See POC" is too general. ForwardHealth requires providers to include all of the requested Personal Care Addendum components.

## Personal Care Prior Authorization Provider Acknowledgement

The [Personal Care Prior Authorization Provider Acknowledgement](#) indicates that the *supervising RN* will perform *each* of the following



tasks *before* personal care services are provided for the claims submitted to ForwardHealth:

- o Obtain physician's signed and dated orders.
- o Conduct an assessment at the member's place of residence.
- o Develop the POC.

Providers are required to submit the completed Personal Care Prior Authorization Acknowledgement with each request for PA.

## Personal Care Screening Tool

Providers are required to complete the [PCST](#) before requesting PA.

The PCST assists providers in determining the number of units to request for PA of medically necessary personal care services. Providers may choose to complete either the Web-based PCST or the paper PCST.

## Prior Authorization Request Form

The [PA/RF](#) is used by ForwardHealth and is mandatory for most providers when requesting PA. The PA/RF serves as the cover page of a PA request.

Providers are required to complete the basic provider, member, and service information on the PA/RF. Each PA request is assigned a unique ten-digit number. ForwardHealth remittance information will report to the provider the PA number used to process claim for prior authorized services.

## Prior Authorization Request Form Completion Instructions for Personal Care Services

A [sample PA/RF](#) for personal care services is available.

ForwardHealth requires certain information to enable the programs to authorize and pay for medical services provided to eligible members.

Members of ForwardHealth are required to give providers full, correct, and truthful information for the submission of correct and complete claims for reimbursement. This information should include, but is not limited to, information concerning enrollment status, accurate name, address, and member identification number ([HFS 104.02\[4\]](#), Wis. Admin. Code).

Under s. [49.45\(4\)](#), Wis. Stats., personally identifiable information about program applicants and members is confidential and is used for purposes directly related to ForwardHealth administration such as determining eligibility of the applicant, processing PA requests, or processing provider claims for reimbursement. The use of the [PA/RF](#) is mandatory to receive PA for certain items. Failure to supply the information requested by the form may result in denial of PA or payment for the service.

Providers should make duplicate copies of all paper documents mailed to ForwardHealth. Providers may submit PA requests, along with the [PCST](#) by fax to ForwardHealth at (608) 221-8616 or by mail to the following address:

ForwardHealth  
 Prior Authorization  
 Ste 88  
 6406 Bridge Rd  
 Madison WI 53784-0088

The provision of services that are greater than or significantly different from those authorized may result in nonpayment of the billing claim(s).

### SECTION I — PROVIDER INFORMATION

#### Element 1 — HealthCheck "Other Services" and Wisconsin Chronic Disease Program (WCDP)

Enter an "X" in the box next to HealthCheck "Other Services" if the services requested on the PA/RF are for HealthCheck "Other

Services." Enter an "X" in the box next to WCDP if the services requested on the PA/RF are for a WCDP member.

**Element 2 — Process Type**

Enter process type "120" for personal care services by a dually certified home health/personal care agency and "121" for services by a personal care only agency. The process type is a three-digit code used to identify a category of service requested. PA requests will be returned without adjudication if no process type is indicated.

**Element 3 — Telephone Number — Billing Provider**

Enter the telephone number, including the area code, of the office, clinic, facility, or place of business of the billing provider.

**Element 4 — Name and Address — Billing Provider**

Enter the name and complete address (street, city, state, and ZIP+4 code) of the billing provider. Providers are required to include both the ZIP code and four-digit extension for timely and accurate billing. The name listed in this element must correspond with the billing provider number listed in Element 5a.

**Element 5a — Billing Provider Number**

Enter the provider number of the billing provider. The provider number in this element must correspond with the provider name listed in Element 4.

**Element 5b — Billing Provider Taxonomy**

Enter the national 10-digit alphanumeric taxonomy code that corresponds to the provider number of the billing provider in Element 5a.

**SECTION II — MEMBER INFORMATION**

**Element 6 — Member Identification Number**

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

**Element 7 — Date of Birth — Member**

Enter the member's date of birth in MM/DD/CCYY format (e.g., September 8, 1966, would be 09/08/1966).

**Element 8 — Address — Member**

Enter the complete address of the member's place of residence, including the street, city, state, and ZIP code. If the member is a resident of a nursing home or other facility, include the name of the nursing home or facility.

**Element 9 — Name — Member**

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

**Element 10 — Gender — Member**

Enter an "X" in the appropriate box to specify male or female.

**SECTION III — DIAGNOSIS / TREATMENT INFORMATION**

**Element 11 — Diagnosis — Primary Code and Description**

Enter the appropriate ICD-9-CM diagnosis code and description most relevant to the service/procedure requested.

**Element 12 — Start Date — SOI (not required)**

**Element 13 — First Date of Treatment — SOI (not required)**

**Element 14 — Diagnosis — Secondary Code and Description**

Enter the appropriate secondary ICD-9-CM diagnosis code and description relevant to the service/procedure requested, if applicable.

**Element 15 — Requested PA Start Date**

Enter the requested start DOS in MM/DD/CCYY format, if a specific start date is requested.

**Element 16 — Rendering Provider Number (not required)**

**Element 17 — Rendering Provider Taxonomy (not required)****Element 18 — Procedure Code**

Enter the appropriate HCPCS procedure code for each service/procedure/item requested.

*Note:* If the provider needs additional spaces for Elements 18-23 for the PA request, the provider may complete additional PA/RF(s). The PA/RFs should be identified, for example, as "page 1 of 2" and "page 2 of 2."

**Element 19 — Modifiers**

Enter the modifier(s) corresponding to the procedure code listed if a modifier is required.

**Element 20 — POS**

Enter the appropriate POS code designating where the requested service/procedure would be provided/performed/dispensed.

**Element 21 — Description of Service**

Enter a written description corresponding to the appropriate HCPCS procedure code for each service/procedure/item requested.

When requesting personal care services, indicate the number of units per week multiplied by the total number of weeks being requested. The total number of units requested on the PA/RF must be equivalent to the number of hours ordered by the physician (4 units = 1 hour). If requesting travel time, enter this as a separate item using procedure code T1019 and modifier U3.

If sharing a case with another provider, enter "shared case with (name of provider)" and include a statement that the total number of units of all providers will not exceed the combined and total number of units ordered on the plan of care.

**Element 22 — QR**

Enter the appropriate quantity in units for the procedure code listed. To calculate total quantity requested, multiply the number of hours per week by the number of units per hour (4 units = 1 hour). Multiply that number by the number of weeks requested (e.g., hours/week x 4 units/hour x number of weeks). For example, 14 hours/week x 4 units/hour x 53 weeks = 2968 units.

**Element 23 — Charge**

Enter the provider's usual and customary charge for each service/procedure/item requested. If the quantity is greater than "1," multiply the quantity by the charge for each service/procedure/item requested. Enter that total amount in this element.

*Note:* The charges indicated on the request form should reflect the provider's usual and customary charge for the procedure requested. Providers are reimbursed for authorized services according to provider *Terms of Reimbursement* issued by the DHS.

**Element 24 — Total Charges**

Enter the anticipated total charges for this request. If the provider completed a multiple-page PA/RF, indicate the total charges for the entire PA request on Element 22 of the last page of the PA/RF. On the preceding pages, Element 22 should refer to the last page (for example, "SEE PAGE TWO").

**Element 25 — Signature — Requesting Provider**

The original signature of the provider requesting/performing/dispensing this service/procedure/item must appear in this element.

**Element 26 — Date Signed**

Enter the month, day, and year the PA/RF was signed (in MM/DD/CCYY format).

## Supporting Clinical Documentation

Certain PA requests may require additional supporting clinical documentation to justify the medical necessity for a service(s). Supporting documentation may include, but is not limited to, X-rays, photographs, a physician's prescription, clinical reports, and other materials related to the member's condition.

All supporting documentation submitted with a PA request must be clearly labeled and identified with the member's name and member identification number. Securely packaged X-rays and photographs will be returned to providers with the finalized PA request. X-rays and photographs must be mailed with the PA request. Mailing dental models with PA requests is recommended.



## General Information

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### An Overview

The PA review process continues to include both a clerical review and a clinical review. The PA request will have one of the statuses detailed in the following table.

Prior Authorization Status	Description
Approved	The PA request was approved.
Approved with Modifications	The PA request was approved with modifications to what was requested.
Denied	The PA request was denied.
Returned — Provider Review	The PA request was returned to the provider for correction or for additional information.
Pending — Fiscal Agent Review	The PA request is being reviewed by the Fiscal Agent.
Pending — Dental Follow-up	The PA request is being reviewed by a Fiscal Agent dental specialist.
Pending — State Review	The PA request is being reviewed by the State.
Suspend — Provider Sending Information	The PA request was submitted via the ForwardHealth Portal and the provider indicated they will be sending additional supporting information on paper.
Inactive	The PA request is inactive due to no response within 30 days to the returned provider review letter and cannot be used for PA or claims processing.

## Case Sharing

### Case Sharing Only for Personal Care Services

If the member requires more personal care services than one provider can deliver, the provider may case share to meet the member's needs for a PCW. It may be convenient for the agencies involved if the agency planning to provide most of the personal care services for the member completes the [PCST](#). The provider that completes the PCST is responsible for *coordinating and leading* the case sharing activities; however, each agency is required to complete and submit its own PA and amendment requests.

When screening the member for personal care services to be provided by more than one provider, the screener is to complete the PCST based on the member's comprehensive weekly needs for the assistance of a PCW. The screener must not include assistance provided in or out of the home by informal supports or unpaid caregivers. Only one provider is permitted to complete the PCST (either the Web-based or paper PCST) for the member. Providers sharing the case should develop a system to share required information needed for each provider to submit their PA request. Information needed by each provider includes the Full PCST.

Each provider sharing the case is required to do one of the following:

- Check "case share" on the PCST Summary Sheet when completing the Web-based PCST and include on the [PA/RF](#) the names of the other agencies sharing the case.
- Check "case share" in paper PCST Element 40 and include in Element 40 the names of the other agencies that are sharing the case.

Each provider needing travel time should separately add weekly units of travel time to its PA/RF for the member.

### Combined Units Requested Are Less Than or Equal to the Number of Units Allocated

When sharing a case for which the combined number of units requested by all providers is less than or equal to the number of units allocated by the PCST, *each* provider is required to submit the following documents:

- The PA/RF including:

- The number of units per week the agency will provide.
  - The number of units per year of PRN the agency will provide.
  - The combined number of units to be provided by *all* case sharing providers.
- The [Personal Care Prior Authorization Provider Acknowledgement](#).
- A copy of the PCST Summary Sheet report.
- The staffing schedule, including the days of week and times of day that each agency will provide care. Providers may use Element 15 of the Personal Care Addendum to record the staffing schedule.
- The POC.

## Combined Units Requested Are Greater Than the Number Allocated

BadgerCare Plus PA requires each provider sharing the case to submit the following documents when the combined number of units requested exceeds the number of units allocated by the PCST:

- The PA/RF including:
  - The number of units per week the agency will provide.
  - The number of units per year of PRN the agency will provide.
  - The combined number of units to be provided by *all* case sharing providers.
- The Personal Care Prior Authorization AcknowledgementST Report.
- The completed [Personal Care Addendum](#)
- The POC.
- Supporting documentation, as directed in the PCST instructions.

## Physician Orders for the Shared Case

The physician orders must contain the combined number of hours reflecting the member's need for personal care services by a PCW and the number of hours that each provider will be providing care. The number of physician-ordered hours of personal care services are then to be shared among the providers on the case. For example, if the PCST allocates 196 units per week for the member and providers "A" and "B" are to share the member's case, the physician orders for providers "A" and "B" are to be written as follows:

"PCW services 49 hours per week. Provider "A" to provide care for 4 hours per day, 7 days per week. Provider "B" to provide care for 3 hours per day, 7 days per week."

## Amendment

When it is necessary to amend PA for a shared case, only as many providers as needed should prepare amendments requesting additional units.

## Case Sharing Personal Care Worker and Home Health Aide Services

BadgerCare Plus requires the PCST screener to do the following only when the provider is case sharing PCW and home health aide services:

- Either check "case share" on the PCST Summary Sheet when completing the Web-based PCST and include on the PA/RF the names of the other agencies sharing the case or, when using the paper PCST, check "case share" in Element 40 and include the names of the other agencies that are case sharing.
- Submit the Personal Care Addendum with specific attention paid to Element 15.
- Submit the POC, which includes the orders for personal care services.

If a case is shared with a home health agency providing home health aide visits, the home health agency is expected to include routine personal care tasks in addition to MOTs, thereby lessening the need for PCW activity.

## Communication with Members

ForwardHealth recommends that providers inform members that PA is required for certain specified services *before* delivery of the services. Providers should also explain that, if required to obtain PA, they will be submitting member records and information to

ForwardHealth on the member's behalf. Providers are required to keep members informed of the PA request status throughout the *entire* PA process.

## Member Questions

A member may call [Member Services](#) to find out whether or not a PA request has been submitted and, if so, when it was received by ForwardHealth. The member will be advised to contact the provider if more information is needed about the status of an individual PA request.

## Definition

PA is the electronic or written authorization issued by ForwardHealth to a provider prior to the provision of a service. In most cases, providers are required to obtain PA *before* providing services that require PA. When granted, a PA request is approved for a specific period of time and specifies the type and quantity of service allowed.

## Personal Care Services

PA is required for personal care services in the following circumstances:

- o All personal care services that exceed 50 hours per calendar year, per member, according to Wisconsin Act 27, Laws of 1995, the biennial budget.
- o All personal care hours when provided to a member who is also receiving PDN or ventilator-dependent PDN according to [HFS 107.02\(3\)\(e\)](#) and [HFS 101.03\(96m\)](#), Wis. Admin. Code.

## Designating an Address for Prior Authorization Correspondence

Correspondence related to PA will be sent to the practice location address on file with ForwardHealth unless the provider designates a separate address for receipt of PA correspondence. This policy applies to all PA correspondence, including decision notice letters, returned provider review letters, returned amendment provider letters, and returned supplemental documentation such as X-rays and photographs.

Providers who want to designate a separate address for PA correspondence have the following options:

- o Update demographic information online via the ForwardHealth Portal. (This option is only available to providers who have established a provider account on the Portal.)
- o Submit a [Provider Change of Address or Status](#) form.

## Other Funding Sources

Some members may be eligible for services provided by programs funded by other sources such as Medicare, commercial insurance, etc.

Although approval of personal care PA requests is not affected by other funding sources, it is helpful to the PA reviewers to be able to see that the member's needs are being met. Providers may identify other funding sources by completing Element 13 of the [PCST](#).

Providers are urged to obtain PA before providing services if there is any doubt other insurances will reimburse for the service. If commercial insurance or Medicare covers the requested services, providers are always required to bill those health insurances first, even when there is an approved PA from ForwardHealth.

## Personal Care Services Provided by Home Health Agencies

Home health agencies providing both home health services (skilled nursing, home health aide, medication management, etc.) and personal care services to the same member may either choose to submit all services on the same [PA/RF](#) or request services on separate PA/RFs. The provider should be sure to include the required documentation for each type of service requested.

## Personal Care Services and the Hospice Benefit

Members receiving personal care who elect the hospice benefit may be eligible to continue receiving personal care services from the personal care agency if those services are not directly related to the terminal illness.

If this criterion is met, the agency providing personal care services will have already received PA for the member. The personal care agency is required to submit a [Prior Authorization Amendment Request](#) form and attach a copy of the hospice POC that identifies the need for continued personal care services as well as the specific services provided directly by the hospice. The POC must also indicate any aide services to be provided by the hospice. This must be sent within seven calendar days of the member's election of hospice care.

When the personal care PA needs to be renewed, a current hospice POC must be included. Renewal of PA for personal care services may be granted up to, but not exceeding, the current LOS. Additional personal care needs resulting from the terminal illness are the responsibility of the hospice.

### Reimbursement

Personal care agencies should continue to bill for services the same as before the member began hospice care.

For example, a member is a quadriplegic as a result of an automobile accident and has been receiving personal care services. The member is then diagnosed with terminal cancer and elects the hospice benefit. Wisconsin Medicaid will continue to reimburse the personal care provider for the PC required in connection with the quadriplegia with an amended PA, including a hospice POC, identifying the continued need for that service. When the member requires additional PC due to the terminal illness, the hospice is responsible for those additional services.

## Prior Authorization Numbers

Upon receipt of the [PA/RF](#), ForwardHealth will assign a PA number to each PA request.

The PA number consists of 10 digits, containing valuable information about the PA (e.g., the date the PA request was received by ForwardHealth, the medium used to submit the PA request).

Each PA request is assigned a unique PA number. This number identifies valuable information about the PA. The following diagram and table provides detailed information about interpreting the PA number.

Type of Number and Description	Applicable Numbers and Description
<b>Media</b> — One digit indicates media type.	Digits are identified as follows: 1 = paper; 2 = fax; 3 = STAT-PA; 4 = STAT-PA; 5 = Portal; 6 = Portal; 7 = NCPDP transaction
<b>Year</b> — Two digits indicate the year ForwardHealth received the PA request.	For example, the year 2008 would appear as 08.
<b>Julian date</b> — Three digits indicate the day of the year, by Julian date, that ForwardHealth received the PA request.	For example, February 3 would appear as 034.
<b>Sequence number</b> — Four digits indicate the sequence number.	The sequence number is used internally by ForwardHealth.

## Reasons for Prior Authorization

Only about four percent of all services covered by Wisconsin Medicaid require PA. PA requirements vary for different types of services. Refer to ForwardHealth publications and [HFS 107](#), Wis. Admin. Code, for information regarding services that require PA. According to [HFS 107.02\(3\)\(b\)](#), Wis. Admin. Code, PA is designed to do the following:

- o Safeguard against unnecessary or inappropriate care and services.
- o Safeguard against excess payments.
- o Assess the quality and timeliness of services.
- o Promote the most effective and appropriate use of available services and facilities.



- o Determine if less expensive alternative care, services, or supplies are permissible.
- o Curtail misutilization practices of providers and members.

PA requests are processed based on criteria established by the DHS.

Providers should not request PA for services that do not require PA simply to determine coverage or establish a reimbursement rate for a manually priced procedure code. Also, new technologies or procedures do not necessarily require PA. PA requests for services that do not require PA are typically returned to the provider. Providers having difficulties determining whether or not a service requires PA may call [Provider Services](#).

## Referrals to Out-of-State Providers

PA may be granted to non-certified out-of-state providers when nonemergency services are necessary to help a member attain or regain his or her health and ability to function independently. The PA request may be approved only when the services are not reasonably accessible to the member in Wisconsin.

Out-of-state providers are required to meet Wisconsin Medicaid's guidelines for PA approval. This includes sending PA requests, required attachments, and supporting documentation to ForwardHealth before the services are provided.

*Note:* Emergency services provided out-of-state do not require PA; however, claims for such services must include appropriate documentation (e.g., anesthesia report, medical record) to be considered for reimbursement. Providers are required to submit claims with supporting documentation on paper.

When a Wisconsin Medicaid provider refers a member to an out-of-state, non-certified provider, the referring provider should refer the out-of-state provider to the [ForwardHealth Portal](#) or [Provider Services](#) to obtain appropriate certification materials, PA forms, and claim instructions.

All out-of-state nursing homes, regardless of location, are required to obtain PA for all services. All other out-of-state non-border-status providers are required to obtain PA for all nonemergency services except for home dialysis supplies and equipment.

## Reimbursement Not Guaranteed

Wisconsin Medicaid may decline to reimburse a provider for a service that has been prior authorized if one or more of the following program requirements is not met:

- o The service authorized on the approved PA request is the service provided.
- o The service is provided within the grant and expiration dates on the approved PA request.
- o The member is eligible for the service on the date the service is provided.
- o The provider is certified by Wisconsin Medicaid on the date the service is provided.
- o The service is billed according to service-specific claim instructions.
- o The provider failed to meet other program requirements.

Providers may not [collect payment](#) from a member for a service requiring PA under any of the following circumstances:

- o The provider failed to seek PA before the service was provided.
- o The service was provided before the PA grant date or after the PA expiration date.
- o The provider obtained PA but failed to meet other program requirements.
- o The service was provided before a decision was made, the member did not accept responsibility for the payment of the service before the service was provided, and the PA was denied.

There are [certain situations](#) when a provider may collect payment for services in which PA was denied.

## Other Health Insurance Sources

Providers are encouraged, but not required, to request PA from ForwardHealth for covered services that require PA when members have other health insurance coverage. This is to allow payment by Wisconsin Medicaid for the services provided in the event that the other health insurance source denies or recoups payment for the service. If a service is provided before PA is obtained, ForwardHealth will not consider

backdating a PA request solely to enable the provider to be reimbursed.

## Personal Care Services

Reimbursement will be allowed only for direct care or travel hours actually used, within rounding guidelines, even if the PA allows for additional time.

Medicaid-certified home health/personal care agencies can bill for both home health and personal care services on the same claim form if the corresponding PA includes both PCW and home health procedure codes.

## Requesting PRN Hours

PRN (as needed) units may be requested when time is needed to accompany the member to medical appointments and for short duration episodes of acute need for services from a PCW.

Although the weekly and annual amounts allocated by the [PCST](#) should be sufficient to meet the needs for weekly scheduled services from a PCW, there may be instances (such as a short term need) in which a deviation might occur in the member's weekly needs for services from a PCW. For the occasional deviation in the member's needs for services from a PCW, PRN units may be requested. The PCST allocates time for PRN when the screener indicates in the PCST both of the following:

- o The member has a need for PRN services.
- o The member has a need for a PCW to provide ADL services.

Requests for PRN should be recorded on a separate line of the [PA/RF](#). The amount of PRN time allocated by the PCST (96 units per year) should be adequate to meet most annual PRN needs.

As required with any other PA request for PCW services, the submitted documentation should describe medically necessary covered personal care services, and that all informal supports (such as family and friends) have been exhausted. The reason for PRN units should be indicated on the physician's orders. Personal care worker service units authorized to be used PRN may be used only for services covered under [HFS 107.112\(1\)\(b\) and \(2\)\(b\)](#), Wis. Admin. Code. In addition, PRN units should be requested as a specific number of units over the length of the entire PA period.

## Requesting Pro Re Nata Time on the Prior Authorization Request

Providers should take the following steps when making a request for PRN time:

1. Obtain a physician's order for PRN hours. Physician orders must be based on the member's weekly needs for scheduled PCW services and must indicate the circumstances in which the PRN hours may be used.
2. Indicate the annual PRN units being requested in Element 22 on the PA/RF (this would include PRN units for accompanying to medical appointments and PRN units for use when there is a deviation in the member's weekly needs for regularly scheduled PCW services).

If the annual number of PRN units being requested exceeds 96 units, ForwardHealth requires completed items to be included with the PA/RF:

- o The POC.
- o The [Personal Care Addendum form](#).
- o Justification for the need for annual PRN to exceed 96 units.

## Amending for Additional Pro Re Nata Time

If the authorized PRN time is exhausted and more time is needed in the PA period to accompany the member to medical appointments or for short duration episodes of acute need, the provider may request additional PRN time by [requesting an amendment](#).

The physician orders and [Prior Authorization Amendment Request](#) should be completed with sufficient detail for the nurse consultant to adjudicate the request. The type of detail needed is demonstrated in the following examples:

- o Physician orders - Document in hours per year the additional PRN amount needed for the remaining months of the PA period.

- Justification and specific information - The specific information needed to adjudicate the request for more PRN will include the disciplines, dates, length of appointments already used, and how PRN time was used.

Providers are required to submit the appropriate paperwork when requesting an amendment to a current PA.

## Documentation of Pro Re Nata Time in the Medical Record

BadgerCare Plus requires documentation of PRN units to be maintained in the medical record.

## Sources of Information

Providers should verify that they have the most current sources of information regarding PA. It is critical that providers and staff have access to these documents:

- Wisconsin Administrative Code: Chapters [HFS 101-109](#) are the rules regarding Medicaid administration.
- Wisconsin Statutes: Sections [49.43-49.499](#) provide the legal framework for Wisconsin Medicaid.
- [ForwardHealth Portal](#): The Portal gives the latest policy information for all providers, including information about Medicaid managed care enrollees.

## Status Inquiries

Providers may inquire about the status of a PA request through one of the following methods:

- Accessing [WiCall](#), ForwardHealth's AVR system.
- Calling [Provider Services](#).

Providers should have the 10-digit PA number available when making inquiries.

## The 50-Hour Prior Authorization Threshold

In each calendar year, BadgerCare Plus allows a member to receive up to 50 hours of medically necessary personal care services in any combination of prior authorized or non-prior authorized hours. Once Wisconsin Medicaid has reimbursed 50 hours of personal care services or travel time in a calendar year, all subsequent hours must have PA. This is called the 50-hour PA threshold and allows sufficient time for a PA request to be processed and for providers to coordinate care if necessary. The 50-hour PA threshold is per member, *not* per provider.

### Services That Count Toward the 50-Hour Prior Authorization Threshold

Services that count toward the 50-hour PA threshold include the following:

- All reimbursed PCW and travel time services, whether or not the services have PA.
- The aggregate hours of PCW and travel time service for a member by all providers. Since it may be difficult for to determine if another provider has already provided care, providers are encouraged to obtain PA as soon as possible.

*Example:* A provider receives PA and begins providing personal care on January 1. If a claim is submitted in January for 50 hours and the provider subsequently submits a claim for 10 hours, the claim for 10 hours will be denied because the 50-hour PA threshold has already been met.

### Services That Do Not Count Toward the 50-Hour Prior Authorization Threshold

Services that do not count toward the 50-hour PA threshold include the following:

- Personal care supervisory visits, which do not require PA.
- Home health services, such as home health aide services, which have separate PA requirements. Refer to the Home Health service

area for these requirements.

## **Important Guidelines**

The following are important guidelines regarding the 50-hour PA threshold:

- Once Medicaid has reimbursed 50 hours of personal care or travel time for a member in a calendar year, all subsequent personal care services require PA.
- ForwardHealth will not backdate a PA due to a provider's failure to monitor the number of hours of personal care provided.
- Claims for services beyond the 50-hour PA limit will be denied if there is no PA.
- Because the number of hours that can be provided before PA is required is limited, the provider should do the following:
  - Request PA for a member when the initial POC is completed.
  - Coordinate services with other agencies in situations of case sharing because services by all providers count toward the 50-hour limit.
  - Request subsequent PAs before the current PA expires to avoid a lapse in service. Renewal PAs will not be backdated.

## Grant and Expiration Dates

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### Backdating

Backdating an initial PA request to a date prior to ForwardHealth's initial receipt of the request may be allowed in limited circumstances.

A request for backdating may be approved if all of the following conditions are met:

- o The provider specifically requests backdating in writing on the PA request.
- o The request includes clinical justification for beginning the service before PA was granted.
- o The request is received by ForwardHealth within 14 calendar days of the start of the provision of services.

### Backdating

Backdating a PA request to a date prior to ForwardHealth's initial receipt of the request may be allowed in limited circumstances.

### Initial Requests

An initial PA request may be backdated up to 14 calendar days from the first date of receipt by ForwardHealth. For backdating to be authorized, both of the following criteria must be met:

- o The provider specifically requests backdating in writing on the PA request.
- o The request includes clinical justification for beginning the service before PA was granted.
- o The request is received by ForwardHealth within 14 calendar days of the start of the provision of services.

### Extraordinary Circumstances

In the following cases, a PA request *may* be backdated for more than 14 days:

- o A court order or hearing decision requiring Wisconsin Medicaid coverage is attached to the PA request.
- o The member is retroactively enrolled. (Indicate in Element 21 of the [PA/RF](#) that the service was provided during a period of member retroactive enrollment. In Element 15, indicate the actual date the service was provided.)

### Returned Requests

An initial PA request returned for additional information may be backdated 14 calendar days from the date it was initially received by ForwardHealth if the additional corrected information is returned with the original PA/RF.

### Amendment Requests

PA amendment requests may be backdated 14 calendar days from the date of receipt by ForwardHealth if the request is for urgent situations in which medical necessity could not have been predicted.

Amendment requests may also be backdated to the grant date on the original PA request for the following two reasons:

- o The amendment request is directly related to a modification of the original request **and** ForwardHealth receives the amendment request within 14 days of the adjudication date on the original PA/RF.
- o The amendment request results from an error on the original adjudication.

### Denied Requests

Once a PA request has been denied, that PA number can no longer be used. A new PA number must be used with a new request. A new request following a denial may be backdated to the original date the denied request was received by ForwardHealth when all the following

criteria are met:

- o The earlier grant date is requested.
- o The denied PA request is referred to in writing.
- o The new PA request has information to justify approval.
- o The request for reconsideration submitted with additional supporting documentation is received within 14 calendar days of the adjudication date on the original denied PA request.

## Subsequent Requests Will Not Be Backdated

ForwardHealth will not backdate subsequent PA requests for continuation of ongoing services. To prevent a lapse in coverage, all subsequent PA requests must be received by ForwardHealth prior to the expiration date of the previous PA.

## Expiration Date

The expiration (end) date of an approved or modified PA request is the date through which services are prior authorized. PA requests are granted for varying periods of time. Expiration dates may vary and do not automatically expire at the end of the month or calendar year. In addition, providers may request a specific expiration date. Providers should carefully review all approved and modified PA requests and make note of the expiration dates.

## Grant Date

The grant (start) date of an approved or modified PA request is the first date in which services are prior authorized and will be reimbursed under this PA number. On a PA request, providers may request a specific date that they intend services to begin. If no grant date is requested or the grant date is illegible, the grant date will typically be the date the PA request was reviewed by ForwardHealth.

The [PCST](#) may not be completed more than 60 days before the requested grant date. ForwardHealth will only authorize requested grant dates that are on or after the PCST completion date.

## Renewal Requests

To prevent a lapse in coverage or reimbursement for ongoing services, all renewal PA requests (i.e., subsequent PA requests for ongoing services) must be received by ForwardHealth *prior to the expiration date* of the previous PA request. Each provider is solely responsible for the timely submission of PA request renewals. Renewal requests will not be backdated for continuation of ongoing services.

## Member Eligibility Changes

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### Loss of Enrollment During Treatment

Some covered services consist of sequential treatment steps, meaning more than one office visit or service is required to complete treatment.

In most cases, if a member loses enrollment midway through treatment, or at any time between the grant and end dates, Wisconsin Medicaid will *not* reimburse services (including prior authorized services) provided during an enrollment lapse. Providers should not assume Wisconsin Medicaid covers completion of services after the member's enrollment has been terminated.

To avoid potential reimbursement problems when a member loses enrollment during treatment, providers should follow these procedures:

- o Ask to see the member's ForwardHealth identification card to verify the member's enrollment or consult Wisconsin's EVS before the services are provided at each visit.
- o When the PA request is approved, verify that the member is still enrolled and eligible to receive the service before providing it. An approved PA request does not guarantee payment and is subject to the enrollment of the member.

Members are financially responsible for any services received after their enrollment has ended. If the member wishes to continue treatment, it is a decision between the provider and the member whether the service should be given and how payment will be made for the service.

To avoid misunderstandings, providers should remind members that they are financially responsible for any continued care after their enrollment ends.

### Retroactive Disenrollment from State-Contracted MCOs

Occasionally, a service requiring fee-for-service PA is performed during a member's enrollment period in a state-contracted MCO. After the service is provided, and it is determined that the member should be retroactively disenrolled from the MCO, the member's enrollment is changed to fee-for-service for the DOS. The member is continuously eligible for BadgerCare Plus or Wisconsin Medicaid but has moved from MCO enrollment to fee-for-service status.

In this situation, the state-contracted MCO would deny the claim because the member was not enrolled on the DOS. Fee-for-service would also deny the claim because PA was not obtained.

Providers may take the following steps to obtain reimbursement in this situation:

- o For a service requiring PA for fee-for-service members, the provider is required to submit a retroactive PA request. For a PA request submitted on paper, indicate "RETROACTIVE FEE-FOR-SERVICE" along with a written description of the service requested/provided under "Description of Service." Also indicate the actual date(s) the service(s) was provided. For a PA request submitted via the [ForwardHealth Portal](#), indicate "RETROACTIVE FEE-FOR-SERVICE" along with a description of the service requested/provided under the "Service Code Description" field or include additional supporting documentation. Also indicate the actual date(s) the service(s) was provided.
- o If the PA request is approved, the provider is required to follow fee-for-service policies and procedures for claims submission.
- o If the PA request is denied, Wisconsin Medicaid will not reimburse the provider for the services. A PA request would be denied for reasons such as lack of medical necessity. A PA request would not be denied due to the retroactive fee-for-service status of the member.

### Retroactive Enrollment

If a service(s) that requires PA was performed during a member's [retroactive enrollment](#) period, the provider is required to submit a PA request and receive approval from ForwardHealth *before* submitting a claim. For a PA request submitted on paper, indicate the words "RETROACTIVE ENROLLMENT" at the top of the PA request along with a written description explaining that the service was provided at a time when the member was retroactively enrolled under "Description of Service." Also include the actual date(s) the service(s) was provided. For a PA request submitted via the ForwardHealth Portal, indicate the words "RETROACTIVE ENROLLMENT" along with a description explaining that the service was provided at a time when the member was retroactively eligible under the "Service Code

Description" field or include additional supporting documentation. Also include the actual date(s) the service(s) was provided.

If the member was retroactively enrolled, and the PA request is approved, the service(s) may be reimbursable, and the earliest effective date of the PA request will be the date the member receives retroactive enrollment. If the PA request is denied, the provider will not be reimbursed for the service(s). Members have the right to appeal the decision to deny a PA request.

If a member requests a service that requires PA before his or her retroactive enrollment is determined, the provider should explain to the member that he or she may be liable for the full cost of the service if retroactive enrollment is not granted and the PA request is not approved. This should be documented in the member's record.



## Personal Care Screening Tool

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### A Web-Based Personal Care Screening Tool Resulting in Insufficient Units

When the personal care screener correctly completes the [PCST](#), the PCST allocates time for medically necessary tasks in amounts that should be sufficient for a PCW to complete the tasks. If after the PCST is completed the RN determines that an insufficient number of units have been allocated for the member's personal care services, the RN should identify the factors present to justify a greater allocation of units than that computed by the PCST.

When zero units are allocated, the member might not qualify for personal care services, or the RN may determine that there are factors present to justify units of personal care services.

If an RN determines that a greater allocation of units is justified for the member and the provider requests PA for more units than computed by the PCST, ForwardHealth requires providers to submit the following:

- [PA/RF](#).
- [Personal Care Prior Authorization Provider Acknowledgement](#).
- A copy of the Full PCST report, including the Summary Sheet.
- The [Personal Care Addendum](#).
- The POC.
- Supporting documentation, as directed in the PCST instructions.

The PA/RF should include the following information listed separately:

- The number of weekly and annual units requested.
- If needed, the number of annual PRN units requested.
- If needed, the number of weekly and annual units requested for travel time.

*Note:* When the provider wants to communicate more information to ForwardHealth than the Web-based PCST comment section can hold, provider may include the additional information with the addendum. The provider should not submit the paper PCST with the PA request.

ForwardHealth will adjudicate the PA request and notify the provider of the number of authorized units on the adjudicated PA request.

### Allocation Based on Frequencies Indicated in the Personal Care Screening Tool

The PCST instructions require the provider to indicate the frequency a PCW will be providing the service-specific activity. When BadgerCare Plus authorizes the number of units/week as allocated by the PCST, the provider may not use all the units without providing the services as frequently as was indicated on the PCST.

Providers should use the [Personal Care Activity Time Allocation Table](#) to assist in prorating time for the services when services are provided less frequently than indicated on the PCST. The table does not include the time added when more time is requested due to the member's medical condition or behaviors that make it more time consuming for the PCW to complete the assigned task. If "yes" is checked in Elements 36, 37, or 38A (with "Yes" for interventions) of the PCST, the total time for ADL and MOTs is multiplied by a factor of 1.25.

Also, if ADL and MOT services are provided less frequently than the documentation indicates, the time for services incidental to ADL and MOTs should be reduced proportionately.

### An Overview of the Personal Care Screening Tool

Together, the DDES and the DHCAA have developed the PCST to assist providers in determining the number of units to request for PA of medically necessary personal care services that are to be provided by a PCW. The PCST bases the allocation of personal care units on the

information entered by the provider about the member's needs for assistance from a PCW.

The DHS implemented the PCST to streamline the process for requesting and authorizing fee-for-service personal care. The PCST improves consistency in determining member needs for medically necessary personal care services. The PCST is a companion screen to the adult [LTC FS](#), which determines an applicant's eligibility for home and community-based waiver services.

Providers may choose to complete either the [Web-based or paper PCST](#). Either version may be used for a member who requires personal care services. [Completion instructions](#) for both versions are contained in the same document.

The PCST should be completed based on the member's needs for medically necessary personal care services provided in the member's home by a PCW. The frequencies indicated on the PCST should reflect the frequencies per week the agency providing personal care services will provide and should match the frequencies on the [PA/RF](#), physician orders, and the POC.

The PCST allocates weekly and annual units based on the information the screener enters into the tool. When the provider requests PA for personal care services, BadgerCare Plus will not authorize units that are requested in excess of what the PCST allocates without sufficient additional documentation. The PCST increases the amount allocated if the screener indicates that the member exhibits behavior(s) more than once per week that make the ADL and MOTs more time consuming for the PCW to complete. The PCST also increases the amount if the screener indicates that the member has a medical condition that makes the ADL and MOTs more time consuming for the PCW to complete. For those occasional deviations when the member's condition requires more time to complete the tasks in the week, the provider should make use of the authorized PRN units.

Providers may contact [Provider Services](#) with questions about the PCST.

## Web-Based Personal Care Screening Tool

By completing the Web-based version of the PCST, providers can determine the maximum number of units of personal care services that may be authorized without submitting additional supporting clinical documentation. The PCST Summary Sheet displays the number of units allocated and information pertinent to the determination.

Providers are encouraged to utilize the Web-based version to *immediately* identify the number of units that may be indicated on the PA request. Providers who have been granted user access may access the Web-based PCST.

## Paper Personal Care Screening Tool

Providers may choose to complete the paper PCST rather than using the Web-based PCST. To avoid delays, providers are required to enter information on the paper form for all required elements as stated in the completion instructions. After BadgerCare Plus receives the paper PCST with the provider's PA request, BadgerCare Plus will enter the PCST data into the Web-based PCST for the provider. The authorized number of units will then be communicated back to the provider on the PA/RF when the request is adjudicated.

## Authorized Screeners

Only an agency-designated RN or authorized [LTC FS](#) screener may complete the [PCST](#). For an individual other than an RN to become an authorized PCST screener, the screener should meet all the following requirements:

- o Be authorized to complete the PCST by the agency authorized to complete the LTC FS.
- o Be a DDES-certified LTC FS screener.

## Completing the Paper Personal Care Screening Tool

### Requesting Zero Units

When requesting PA for personal care services and using the [paper PCST](#), the basic steps to complete include the following:

1. The agency-designated RN or authorized LTC FS screener completes all information requested on the paper PCST. (To avoid delays in processing, the agency-designated RN or authorized LTC FS screener should respond to all required elements as stated in the completion instructions.)

2. The provider completes the following documentation:
  - [PA/RF](#).
  - [Personal Care Prior Authorization Provider Acknowledgement](#).
3. The provider submits all of the above documentation to ForwardHealth.

The PA/RF should include the following information listed separately:

- Zero weekly and annual units of PC services.
- If needed, zero annual units of PRN.
- If needed, the number of weekly and annual units requested for travel time.

ForwardHealth will enter the information from the paper PCST into the Web-based PCST and adjudicate the PA according to the number of personal care units allocated by the Web-based PCST. ForwardHealth will notify the provider of the number of authorized units and include a copy of the Full PCST when the adjudicated PA request is returned to the provider.

If, after the PA is adjudicated and returned to the provider, the RN determines that a greater number of units than those authorized are justified for the member, the provider may complete a [PA amendment](#) to an approved PA.

## Completing the Paper Personal Care Screening Tool with Additional Documentation

### Requesting a Quantity Greater Than Zero

When requesting PA for personal care services using the [paper PCST](#) and if requesting a specific quantity of units greater than zero, the basic steps to complete include the following:

1. The agency-designated RN or authorized LTC FS completes all information requested on the paper PCST. (To avoid delays in processing, the agency-designated RN or authorized LTC FS screener should respond to all required elements as stated in the completion instructions.)
2. The provider completes the following documentation:
  - [PA/RF](#).
  - [Personal Care Prior Authorization Provider Acknowledgement](#).
  - [Personal Care Addendum](#).
  - POC.
  - Supporting documentation, as directed in the PCST instructions.
3. The provider submits all of the prior documentation to ForwardHealth.

The PA/RF should include the following information listed separately:

- The number of weekly and annual units requested.
- If needed, the number of annual PRN units requested.
- If needed, the number of weekly and annual units requested for travel time.

ForwardHealth will enter the information from the paper PCST into the Web-based PCST and adjudicate the PA. The documentation submitted is used to adjudicate the PA when the provider requests a number of units in excess of the number of units the Web-based PCST allocates. ForwardHealth will notify the provider of the number of authorized units and include a copy of the Full PCST when the adjudicated PA is sent to the provider.

## Completing the Web-Based Personal Care Screening Tool

Two entry paths exist to complete the [PCST](#), "Initial screen" and "Edit." Each path is designated for specific purposes.

The screener may select "Initial screen" for any of the following purposes:

- To enter information about a new applicant that previously has not been screened for personal care services.
- To enter information as a result of a long-term change in the member's condition *and* based on a face-to-face visit in the member's

- home.
- o To complete the PCST in order to request PA for personal care services for a subsequent PA period.

The screener may select "Edit" for any of the following purposes:

- To *correct* information entered for the "Initial screen."
- To change medical insurance information.
- To update "optional" fields.

## Personal Care Screening Tool Instructions

The PCST instructions are abbreviated in the Web-based PCST application prompts. Screeners should be familiar with the PCST instructions and should not rely solely on the prompts provided with the Web-based PCST. Before beginning the Web-based PCST, the screener is instructed to read the following message on the Basic Information page of the Web-based PCST:

*The Web-based PCST contains language that is abbreviated from the paper PCST. Instructions for the paper PCST provide guidance to the authorized screener responding to questions in the paper and the Web-based PCST formats. The authorized screener should refer to the paper PCST and to the PCST instructions for complete details. The responses selected when completing the Web-based PCST should not be different from those that would be selected if the authorized screener were to complete the paper PCST.*

*By completing the Web-based PCST, you are acknowledging that you have read the above, understand the limitations of the Web-based PCST, and agree to the use of the PCST subject to the above terms.*

When requesting PA for personal care services using the Web-based PCST, the basic steps include the following:

1. The agency-designated RN or authorized LTC FS completes all information requested on the PCST and prints the Full PCST Report.
2. The provider completes the following documentation:
  - o [PA/RF](#).
  - o [Personal Care Prior Authorization Provider Acknowledgement](#).
3. The provider submits all documentation to ForwardHealth including a copy of the PCST Report Summary Sheet.
4. ForwardHealth adjudicates the PA request.
5. The provider is notified of the number of authorized units on the adjudicated PA request.

The PA/RF should include the following information listed separately:

- The number of weekly and annual units equal to or less than the number of weekly and annual units allocated by the PCST.
- If needed, the number of PRN units equal to or less than the number of annual units allocated by the PCST.
- If needed, the number of weekly and annual units requested for travel time.

## Components Requiring Manual Review

The [PCST](#) does not allocate time in the following situations:

- The medically oriented tasks listed in Part III of the MOTs section (Element 34) are marked on the PCST.
- The "age appropriate" response is selected in the ADL section. (Typically, children ages five and younger require the assistance of an adult to complete many ADL.)

When requesting more units than the PCST allocated, the provider is required to submit the [Personal Care Addendum](#), the POC, and other supporting documentation, as directed in the PCST Completion Instructions.

## Medically Oriented Tasks

When MOTs listed in Part III of the MOTs section are identified on the PCST, nurse consultants adjudicate the PA requests based on [PA/RF](#), full PCST, and other information required to be submitted. A nurse consultant manual review of the PA request will be required only when the total amount of time computed by the PCST is insufficient for a PCW to provide the delegated tasks identified and additional time is being requested for those delegated tasks.

## Age-Appropriate Assistance

The provider may request more units when the age appropriate response is selected if the RN determines the task requires more assistance than an adult would typically provide to a child that age and the PCST allocated an insufficient number of units to meet the member's weekly needs for PCW services. When requesting more units than the PCST allocated, providers are required to indicate the reason that more assistance is needed in the comment section for that ADL and submit the Personal Care Addendum (including the POC).

## Correcting Errors Entered into the Personal Care Screening Tool

The provider may correct errors in the information entered into the [PCST](#).

When completing the Web-based PCST, screeners are cautioned against using the computer's mouse scroll function. Using the scroll function may change the selections in the drop-down menus. Before calculating the allocation, the screener should carefully review the selections for each element in the PCST.

With limited exceptions, ForwardHealth expects that once the screener becomes familiar with the PCST, the screener will not have to edit the screen after the allocation is determined and before the PA request is submitted for adjudication. The screener is encouraged to review PCST responses *before* proceeding to the allocation screen.

ForwardHealth has the ability to monitor screen editing activities.

## Correcting the Personal Care Screening Tool After Prior Authorization Has Been Adjudicated

If the provider discovers that he or she has entered an incorrect response into the PCST after submitting the PA request, he or she should [edit the screen](#) and compare the amount that is allocated after the PCST screen is edited to the amount that was prior authorized. The provider's actions depend on the results of the comparison.

When the prior authorized amount is *less than* the amount of the revised allocation, then the provider may send in an amendment request only if more time is needed than has been authorized.

When the prior authorized amount is *equal to or more than* the amount of the revised allocation, the provider is not required to submit an amendment. However, the provider may not use amounts in excess of the revised PCST allocation. Payments for services provided are subject to recoupment if the services were authorized as a result of provider error when completing the PCST. Prior authorization does not constitute a guarantee or promise of payment. Furthermore, Wisconsin Medicaid will reimburse providers only for medically necessary services that are provided, ordered by the physician, and supported by the POC.

If, after editing the PCST, the amount allocated is less than the amount authorized and the RN determines that the PCST has not allocated a sufficient number of units, the provider may request more time.

## Initiating a Screen

Not all the members receiving personal care services will have an LTC FS. For members with or without an existing LTC FS, the requesting provider can initiate the PCST. Providers should carefully check the member's identifying information, especially the Social Security number, to verify that an LTC FS or another PCST does not exist for the recipient.

Before submitting a paper PCST to ForwardHealth for data entry, providers should carefully check the member's identifying information, especially the Social Security number.

If during data entry, ForwardHealth discovers the member has already been screened by another provider, the PA request including the paper PCST will be returned.

## Long Term Care Functional Screen Creates Error Message on

## the Personal Care Screening Tool

The data on the LTC FS and [PCST](#) screen should be consistent. During the Web PCST data entry, a message may appear advising the screener that the response entered into the PCST element is inconsistent with information provided in the adult LTC FS.

In order to remove the error message, it is necessary for the PCST screener to reach an agreement with the authorized LTC FS screener. The authorized LTC FS screener contact information is located on the Basic Information page of the Web-based PCST.

If the authorized LTC FS screener does not agree with the PCST screener to change the LTC FS response, then the PCST screener will not be able to calculate the allocation.

When ForwardHealth enters data from a paper PCST into the Web-based PCST and an error message appears, ForwardHealth will return the PA request to the provider to resolve the conflict. The LTC FS screener contact information will be included with the returned PA request.

## Printing and Submitting Full and Summary Sheet Reports

Providers should print the Full PCST and [Summary Sheet](#) reports as needed for submission with PA requests. The Full PCST and Summary Sheet selections can be found under the heading "Reports." The report selections are located on the left side of the Web-based PCST and are generated in PDF format. The Full PCST displays only the responses that the screener selected for each completed element of the PCST. The Full PCST includes the Summary Sheet.

When the provider requests more time than is allocated by the PCST, the provider is required to submit a copy of the Full PCST with the PA/RF. When the provider requests an amount equal to or less than the time allocated on the PCST, the provider is required to submit a copy of the PCST Summary Sheet with the PA/RF. Providers should not submit the paper PCST used to collect information during the face-to-face visit.

## Registration for User Access to Web-Based Personal Care Screening Tool

Providers should contact the DDES (not Provider Services) for assistance with registration to access the [Web-based PCST](#).

Before a Medicaid-certified personal care provider may use the Web-based PCST, the provider is required to register and be approved for user access. User access to the PCST is not automatically granted to providers authorized to use the [LTC FS](#); providers with LTC FS access are required to also register for user access to the PCST.

An authorized representative of the Medicaid-certified personal care provider is required to register for agency user access by completing the [Agency Application for Access to Web-Based Personal Care Screening Tool](#) and submitting it to the DDES. The Agency Application for Access to Web-Based Personal Care Screening Tool form may be downloaded and printed or providers may also call the DDES at (608) 267-2455 to request a copy.

After the DDES approves the request, information will be sent to the provider about how to grant user access to individuals within the agency and how to create user identification numbers and passwords. As changes occur related to the provider's and screener's registration, the provider is responsible for contacting the DDES to update information on those persons who require user access.

## Services Incidental to Activities of Daily Living and Medically Oriented Tasks

When the screener indicates on the [PCST](#) that the member needs services incidental to ADL and that the PCW will provide those services, the PCST automatically calculates the maximum amount of time to allocate for services incidental to the ADL and MOTs.

BadgerCare Plus covers the following services that are incidental to ADL and MOTs:

- Changing the member's bed and laundering the member's bed linens and personal clothing.
- Light cleaning in essential areas of the home used during personal care activities.

- Care of eyeglasses and hearing aids.
- Meal preparation, food purchasing, and meal service.

The weekly amount of personal care time prior authorized for the member combines the amount of time prior authorized for ADL, MOTs, and for services incidental to the ADL and MOTs. Neither travel time nor PRN time qualifies to have time added for services incidental to ADL and MOTs.

## Calculating Time for Prior Authorization of Services to the Member Living Alone

For the member living "alone," as indicated in PCST Element 24, the time for services incidental to ADL and MOTs is calculated in an amount equal to one-third of the time allocated for the ADL and MOT services. For example, if the PCST allocates 900 weekly minutes for ADL and MOTs, it adds 300 minutes to bring the weekly allocation to a total of 1200 minutes. In allocating units, the PCST divides the total weekly minutes by 15 minutes and rounds up. In this example, the PCST allocated 80 units per week because the PCST calculated the weekly number of minutes to be between 1,186 and 1,200 minutes.

## Billing for Services Provided to the Member Living Alone

BadgerCare Plus requires that the weekly amount of time billed for ADL and/or MOTs represents at least 75 percent of the weekly amount of time billed for PCW services. In order to bill for services incidental to ADL and MOTs on the DOS, the provider is required to bill at least one ADL and/or MOT service.

For example, if the weekly amount billed for ADL and/or MOTs adds up to 900 minutes, then the weekly amount of time billed for services incidental to ADL and MOTs may be equal to or less than 300 minutes. The provider may bill up to 1,200 minutes weekly of PCW services for ADL, MOTs, and services incidental to ADL and MOT activities combined as long as the number of minutes billed for services incidental to ADL is equal to or less than 25 percent of the amount of time billed.

The provider is to bill for each DOS and only for the actual time used to provide prior authorized services. Refer to the chart below for rounding guidelines when converting minutes of service provided into billing units.

Time units are calculated based on rounding accumulated minutes of service for each day. The following chart illustrates the rules of rounding and gives the appropriate billing unit.

Accumulated time	Unit(s) billed
1-22 minutes	1.0
23-37 minutes	2.0
38-52 minutes	3.0
53-67 minutes	4.0
68-82 minutes	5.0
83-97 minutes	6.0
98-112 minutes	7.0
113-127 minutes	8.0
Etc.	9.0+

## Calculating Time for Prior Authorization of Services to the Member Not Living Alone

When a living arrangement other than "alone" is checked in PCST Element 24, then the time for services incidental to ADL and MOTs is calculated in an amount equal to one-fourth of the time allocated for the ADL and MOT services. For example, if the PCST allocates 1,120 weekly minutes weekly for ADL and MOTs, it adds 280 minutes to bring the weekly allocation to a total of 1,400 minutes. In allocating units, the PCST divides the total weekly minutes by 15 minutes and rounds up. In this example, the PCST allocated 94 units per week because the PCST calculated the total weekly number of minutes to be between 1,396 and 1,410 minutes.

## Billing for Services Provided to the Member Not Living Alone

BadgerCare Plus requires that the weekly amount of time billed for ADL and/or MOTs represents at least 80 percent of the weekly amount of time billed for PCW services. In order to bill for services incidental to ADL and MOTs on the DOS, the provider is required to bill at least one ADL and/or MOT service.

For example, if the weekly amount billed for ADL and/or MOTs adds up to 1,120 minutes, then the weekly amount of time billed for services incidental to ADL and MOTs may be equal to or less than 280 minutes. The provider may bill up to 1,400 minutes of PCW services weekly for ADL, MOTs, and services incidental to ADL and MOT activities combined as long as the number of minutes billed for services incidental to ADL MOTs is equal to or less than 20 percent of the amount of time billed.

The provider is to bill for each DOS and only for the actual time used to provide prior authorized services. Refer to the above chart for rounding guidelines when converting minutes of service provided into billing units.

## **Determining Allocations for Amounts Authorized During Manual Review**

When BadgerCare Plus authorizes services requiring nurse consultant review of the PCST, the nurse consultant manually calculates the additional time for services incidental to those services. Nurse consultants calculate the time using the previously described methods for determining the amounts allocated for the member that is living alone or is in a living situation other than alone.

## **Transferring Provider Access to Member Records**

Only one agency may have access to a member's [Web-based PCST](#) record. To obtain access to the PCST record of a member who is changing providers, the new provider is required to request access to the member's PCST record from the agency listed in the Basic Information page of the Web-based PCST.

Upon the official request for a screen transfer, the provider with control of the electronic screen is required to transfer the screen without delay. Failure to transfer the screen immediately could affect the member's access to care. The provider controlling the electronic screen does not have the authority to interfere with a member's access to personal care services from another provider.

Additionally, when a member changes providers, the previous provider is required to amend and [end date](#) their PA and the new provider should submit a new PA request. Instructions on how to transfer the PCST are available in the "HELP" function of the Web-based PCST.

## **When the Personal Care Screening Tool Allocates More Time Than Ordered by the Physician**

The provider may request only the number of units that are supported by the physician's order and the POC even if the PCST allocates more time than needed.

For example, if the physician's order and the POC support the need to provide 56 units/week (not including travel time) and the PCST allocates 70 units/week, then the number of units the provider may request may not exceed 56 units/week (not including travel time) without sufficient additional documentation.



## Plan of Care

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### An Overview

According to [HFS 107.112\(3\)\(b\)](#), Wis. Admin. Code, the purpose of the POC is to:

- Provide necessary and appropriate services.
- Allow appropriate assignment of a PCW.
- Set standards for personal care activities.
- Give full consideration to the member's preferences for service arrangements and choice of PCWs.

The POC is developed by an RN supervisor based on physician orders in collaboration with the member/family and is approved by the physician. The POC is based on a visit to the member's home and includes all of the following:

- A review and interpretation of the physician's orders.
- Evaluation of the member's needs and preferences.
- Assessment of the member's social and physical environment, including family involvement, living conditions, the member's level of functioning, and any pertinent cultural factors such as language.
- The frequency and anticipated duration of service.

### Physician Stamped Signatures

Under specific conditions, Wisconsin Medicaid accepts physicians' stamped signatures on physician orders and POC, including attachments that are submitted with requests for PA.

The home care provider (NIP, Home Health, Personal Care) is required to meet *both* of the following requirements before accepting a physician's stamped signature:

- Obtain a dated statement from the physician with the physician's original signature attesting that he or she is the only person who possesses the signature stamp and is the only person who uses it.
- Maintain the signed and dated physician statement in the home care provider's records.

Wisconsin Medicaid will consider a stamped signature invalid if these requirements are not met. Payments made by Wisconsin Medicaid to a home care provider that are based on physician orders, authorized PA requests, or POC stamped with an invalid or improperly used signature stamp will be *subject to recoupment*. These requirements are similar to those of CMS for providers participating in Medicare.

### Signature Stamp Security Awareness for Physicians

Physicians using a signature stamp should be aware that this method is much less secure than a handwritten signature, creating the potential for misuse or abuse of the stamp. The individual whose name is on the signature stamp is responsible for and attests to the authenticity of the information. Physicians should check with their attorneys and malpractice insurers in regard to the use of a signature stamp.

## Review Process

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### Clerical Review

The first step of the PA request review process is the clerical review. The provider, member, diagnosis, and treatment information indicated on the [PA/RF](#), [PA/HIAS1](#), and [PA/DRF](#) forms is reviewed during the clerical review of the PA request review process. The following are examples of information verified during the clerical review:

- Billing and/or rendering provider number is correct and corresponds with the provider's name.
- Provider's name is spelled correctly.
- Provider is Medicaid certified.
- Procedure codes with appropriate modifiers, if required, are covered services.
- Member's name is spelled correctly.
- Member's identification number is correct and corresponds with the member's name.
- Member enrollment is verified.
- All required elements are complete.
- Forms, attachments, and additional supporting clinical documentation are signed and dated.
- A current physician's prescription for the service is attached, if required.

Clerical errors and omissions are responsible for the majority of PA requests that are returned to providers for correction or additional information. Since having to return a PA request for corrections or additional information can delay approval and delivery of services to a member, providers should ensure that all clerical information is correctly and completely entered on the PA/RF, PA/DRF, or PA/HIAS1.

If clerical errors are identified, the PA request is returned to the provider for corrections before undergoing a clinical review. One way to reduce the number of clerical errors is to complete and submit PA/RFs through Web PA.

### Clinical Review

Upon verifying the completeness and accuracy of clerical items, the PA request is reviewed to evaluate whether or not each service being requested meets Wisconsin Medicaid's definition of "medically necessary" as well as other criteria.

The PA attachment allows a provider to document the clinical information used to determine whether the standards of medical necessity are met for the requested service. Wisconsin Medicaid considers certain factors when determining whether to approve or deny a PA request pursuant to [HFS 107.02\(3\)\(e\)](#), Wis. Admin. Code.

It is crucial that a provider include adequate information on the PA attachment so that the ForwardHealth consultant performing the clinical review can determine that the service(s) being requested meets all the elements of Wisconsin Medicaid's definition of "medically necessary", including elements that are not strictly medical in nature. Documentation must provide the justification for the service requested specific to the member's current condition and needs. Pursuant to [HFS 101.03\(96m\)](#), Wis. Admin. Code, "medically necessary" is a service under ch. HFS 107 that meets certain criteria.

### Determination of Medical Necessity

The definition of "medically necessary" is a legal definition identifying the standards that must be met for approval of the service. The definition imposes parameters and restrictions that are both medical and nonmedical.

The determination of medical necessity is based on the documentation submitted by the provider. For this reason, it is essential that documentation is submitted completely and accurately and that it provides the justification for the service requested, specific to the member's current condition and needs. To be approved, a PA request must meet all of the standards of medical necessity including those that are not strictly medical in nature.

To determine if a requested service is medically necessary, ForwardHealth consultants obtain direction and/or guidance from multiple resources including:

- Federal and state statutes.

- Wisconsin Administrative Code.
- PA guidelines set forth by the DHS.
- Standards of practice.
- Professional knowledge.
- Scientific literature.

## Situations Requiring New Requests

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### Change in Billing Providers

Providers are required to submit a new PA request when there is a change in billing providers. A new PA request must be submitted with the new billing provider's name and billing provider number. The expiration date of the PA request will remain the same as the original PA request.

Typically, as no more than one PA request is allowed for the same member, the same service(s), and the same dates, the new billing provider is required to send the following to ForwardHealth's PA Unit:

- A copy of the existing PA request, if possible.
- A new PA request, including the required attachments and supporting documentation indicating the new billing provider's name and address and billing provider number.
- A letter requesting the enddating of the existing PA request (may be a photocopy) attached to each PA request with the following information:
  - The previous billing provider's name and billing provider number, if known.
  - The new billing provider's name and billing provider number.
  - The reason for the change of billing provider. (The provider may want to confer with the member to verify that the services by the previous provider have ended. The new billing provider may include this verification in the letter.)
  - The requested effective date of the change.

### Examples

Examples of when a new PA request must be submitted include the following:

- A provider's billing provider changes.
- A member requests a provider change that results in a change in billing providers.

If the *rendering* provider indicated on the PA request changes but the *billing* provider remains the same, the PA request remains valid and a new PA request does *not* need to be submitted.

### Services Not Performed Before Expiration Date

Generally, a new PA request with a new requested start date must be submitted to ForwardHealth if the amount or quantity of prior authorized services is not used by the expiration date of the PA request and the service is still medically necessary.

## Submission Options

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### Fax

Faxing of all PA requests to ForwardHealth may eliminate one to three days of mail time. The following are recommendations to avoid delays when faxing PA requests:

- Follow the PA fax procedures.
- Providers should *not* fax the same PA request more than once.
- Providers should *not* fax *and* mail the same PA request. This causes delays in processing.

PA requests containing X-rays, dental molds, or photos as documentation must be mailed; they may not be faxed.

To help safeguard the confidentiality of member health care records, providers should include a fax transmittal form containing a confidentiality statement as a cover sheet to all faxed PA requests. The [Prior Authorization Fax Cover Sheet](#) includes a confidentiality statement and may be photocopied.

Providers are encouraged to retain copies of all PA requests and supporting documentation before submitting them to ForwardHealth.

### Prior Authorization Fax Procedures

Providers may fax PA requests to ForwardHealth at (608) 221-8616. PA requests sent to any fax number other than (608) 221-8616 may result in processing delays.

When faxing PA requests to ForwardHealth, providers should follow the guidelines/procedures listed below.

#### Fax Transmittal Cover Sheet

The completed fax transmittal cover sheet must include the following:

- Date of the fax transmission.
- Number of pages, including the cover sheet. The ForwardHealth fax clerk will contact the provider by fax or telephone if all the pages do not transmit.
- Provider contact person and telephone number. The ForwardHealth fax clerk may contact the provider with any questions about the fax transmission.
- Provider number.
- Fax telephone number to which ForwardHealth may send its adjudication decision.
- To: "ForwardHealth Prior Authorization."
- ForwardHealth's fax number ([608] 221-8616). PA requests sent to any other fax number may result in processing delays.
- ForwardHealth's telephone numbers. For specific PA questions, providers should call [Provider Services](#). For faxing questions, providers should call (608) 221-4746, extension 80118.

#### Incomplete Fax Transmissions

If the pages listed on the initial cover sheet do not all transmit (i.e., pages stuck together, the fax machine has jammed, or some other error has stopped the fax transmission), or if the PA request is missing information, providers will receive the following by fax from the ForwardHealth fax clerk:

- A cover sheet explaining why the PA request is being returned.
- Part or all of the original incomplete fax that ForwardHealth received.

If a PA request is returned to the provider due to faxing problems, providers should do the following:

- Attach a completed cover sheet with the number of pages of the fax.
- Resend the entire original fax transmission and the additional information requested by the fax clerk to (608) 221-8616.

## General Guidelines

When faxing information to ForwardHealth, providers should not reduce the size of the [PA/RF](#) or the [PA/HIAS1](#) to fit on the bottom half of the cover page. This makes the PA request difficult to read and leaves no space for consultants to write a response if needed or to sign the request.

If a photocopy of the original PA request and attachments is faxed, the provider should make sure these copies are clear and legible. If the information is not clear, it will be returned to the provider.

If the provider does not indicate his or her fax number, ForwardHealth will mail the decision back to the provider.

ForwardHealth will attempt to fax a response to the PA request to a provider three times. If unsuccessful, the PA request will be mailed to the provider.

If providers are not sure if an entire fax was sent, they should call ForwardHealth's fax clerk at (608) 221-4746, extension 80118, to inquire about the status of the fax.

## Prior Authorization Request Deadlines

Faxing a PA request eliminates one to three days of mail time. However, the adjudication time of the PA request has not changed. All actions regarding PA requests are made within the [predetermined time frames](#).

Faxed PA requests received after 1:00 p.m. will be considered as received the following business day. Faxed PA requests received on a Saturday, Sunday, or holiday will be processed on the next business day.

## Avoid Duplicating Prior Authorization Requests

After faxing a PA request, providers should not send the original paperwork, such as the carbon PA/RF, by mail. Mailing the original paperwork after faxing the PA request will create duplicate PA requests in the system and may result in a delay of several days to process the faxed PA request.

Refaxing a PA request before the previous PA request has been returned will also create duplicate PA requests and may result in delays.

## Response Back from ForwardHealth

Once ForwardHealth reviews a PA request, ForwardHealth will fax one of three responses back to the provider:

- "Your approved, modified, or denied PA request(s) is attached."
- "Your PA request(s) requires additional information (see attached). Resubmit the entire PA request, including the attachments, with the requested additional information."
- "Your PA request(s) has missing pages and/or is illegible (see attached). Resubmit the entire PA request, including the attachments."

## Resubmitting Prior Authorization Requests

When resubmitting a faxed PA request, providers are required to resubmit the faxed copy of the PA request, including attachments. This will allow the provider to obtain the earliest possible grant date for the PA request (apart from backdating for retroactive enrollment). If any attachments or additional information that was requested is received without the rest of the PA request, the information will be returned to the provider.

## ForwardHealth Portal Prior Authorization

Providers can use the following PA features on the [ForwardHealth Portal](#) to do the following:

- Submit PA requests and amendments for all services that require PA.
- [Receive](#) decision notice letters and returned provider review letters.
- [Correct](#) returned PA requests and PA amendment requests.
- [Search and view](#) previously submitted PA requests.

## Submitting Prior Authorization Requests and Amendment Requests

Providers can submit PA requests for all services that require PA to ForwardHealth via the secure Provider area of the Portal. To save time, providers can copy and paste information from plans of care and other medical documentation into the appropriate fields on the PA request. Except for those providers exempt from NPI requirements, NPI and related data are required on PAs submitted via the Portal.

When completing PA attachments on the Portal, providers can take advantage of an Additional Information field at the end of the PA attachment that holds up to five pages of text that may be needed.

Providers may also submit amendment requests via the Portal for PAs with a status of "Approved" or "Approved with Modifications."

### PA Attachments on the Portal

Almost all PA request attachments can be completed and submitted on the Portal. When providers are completing PA requests, the Portal presents the necessary attachments needed for that PA request. For example, if a physician is completing a PA request for physician-administered drugs, the Portal will prompt a [PA/JCA](#), and display the form for the provider to complete.

All PA request attachment forms are available on the Portal to download and print to submit by fax or mail.

Providers may also choose to submit their PA request on the Portal and mail or fax the PA attachment(s) and/or additional supporting documentation to ForwardHealth. If the PA attachment(s) are mailed or faxed, a system-generated [Portal PA Cover Sheet](#), must be printed and sent with the attachment to ForwardHealth for processing. Providers must list the attachments on the Portal PA Cover Sheet. When ForwardHealth receives the PA attachments by mail or fax, they will be matched up with the [PA/RF](#) that was completed on the Portal.

Before submitting any PA documents, providers should save or print a copy for their records. Once the PA request is submitted, it cannot be retrieved for further editing.

As a reminder, ForwardHealth does not mail back any PA request documents submitted by the providers.

### Additional Supporting Information

Providers may choose to submit additional supporting information via mail or fax. If additional supporting information is needed, providers are prompted to print a system-generated Portal PA Cover Sheet to be sent with the information to ForwardHealth for processing. Providers must list the additional supporting information on the Portal PA Cover Sheet.

For certain PA process types, providers can choose to upload electronic supporting information through the Portal. Files can be uploaded if the user selects a process type of 117 (Physician services), 124 (Dental services), or 125 (Orthodontic services). Photographs, X-rays and dental models may be uploaded through the Portal if the images are in a JPEG format or created with OrthoCad software (available free on the Web). Dental model OrthoCad files must be uploaded with an extension of ".3dm." JPEG files must be uploaded with an extension of ".jpg" or ".jpeg."

## Mail

Any type of PA request may be submitted on paper. Providers may mail completed PA requests, amendments to PA requests, and requests to enddate a PA request to ForwardHealth at the following address:

ForwardHealth  
 Prior Authorization  
 Ste 88  
 6406 Bridge Rd  
 Madison WI 53784-0088

Providers are encouraged to retain copies of all PA requests and supporting documentation before submitting them to ForwardHealth.

## STAT-PA

Providers can submit STAT-PA requests for a limited number of services (e.g., certain drugs, selected orthopedic shoes, lead inspections for HealthCheck). The STAT-PA system is an automated system accessed by providers by touch-tone telephone that allows them to receive an

immediate decision for certain PA requests.

NPI and related data are required when using the STAT-PA system.

Providers are encouraged to retain copies of all PA requests and supporting documentation before submitting them to ForwardHealth.

*Note:* A PA request cannot be approved through STAT-PA for members enrolled in the BadgerCare Plus Benchmark Plan. PA requests for members enrolled in the Benchmark Plan may be submitted online via the [ForwardHealth Portal](#) or on paper.



# Reimbursement

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Archive Date:11/28/2008

## 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 [HFS 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.

### 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](#) or by sending a written request using the [Maximum Allowable Fee Schedule Order Form](#).

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.

### Registered Nurse Supervision of Personal Care Worker

Personal care providers are required to have the RN supervisor supervise the PCW at least once every 60 days. Reimbursement is limited to one PCW supervisory visit every 60 days per provider, per member. During the visit to supervise the PCW, the RN supervisor may also review and

evaluate the member's condition. However, the RN supervisor is not required to complete the review and evaluation of the member's condition during the same visit used to supervise the PCW.

If at some time during the 60-day period between visits to review and evaluate the member's condition for the POC, the RN supervisor visits a member's home and observes and documents the PCW performing personal care tasks, the visit to review and evaluate the member's condition may be made without the PCW being present. Within prescribed limits, Wisconsin Medicaid reimburses providers for RN supervisory visits of PCWs, but it does not separately reimburse providers for reviewing and evaluating the member's condition.

To allow flexibility in scheduling, a supervisory visit is reimbursable every 50 to 60 days per provider, per member. Nevertheless, if the RN makes and documents a PCW supervisory visit before day 50 and the RN visits the member at home during days 50 through 60 without the PCW being present, the provider may bill the later visit as a PCW supervisory visit.

## Registered Nurse Supervision More Frequently Than Every 60 Days

Personal care members are generally stable patients and their care requires only routine supervision no more frequently than once every 60 days. For exceptional circumstances, Wisconsin Medicaid may reimburse personal care providers up to one RN supervisory visit of the PCW's activities each month. To qualify for Medicaid reimbursement, the provider is required to document in the medical record the medical necessity for more frequent visits to supervise the PCW.

Training of the PCW, assessment of the member's condition, and other administrative duties are considered administrative expenses for which Medicaid does not reimburse separately. Medicaid does not reimburse for skilled nursing visits for agencies that are Medicaid-certified to provide only personal care services.

## Travel Time

Wisconsin Medicaid reimburses personal care providers for *reasonable* travel time of the PCW. This is never more than the actual time, rounded to the nearest 15-minute increment, that the PCW spends traveling to and from the member's residence and one of the following locations:

- The previous or following personal care appointment.
- The PCW's residence.
- The provider's office.

Regardless of the transportation chosen (walking, biking, taking the bus, etc.), reasonable travel time for a PCW is always defined as the average time it would take to drive the shortest possible distance by car. Excessive travel time due to an individual PCW's transportation choices, such as a lengthy bus ride, is not covered.

Wisconsin Medicaid does not reimburse for travel time of the PCW between appointments when separate appointments are in the same building.

Providers should not bill twice for the same trip, even if the reimbursement comes from separate payment sources.

Multiple round trips to a single member's home in a day are not covered unless it is medically necessary to provide the care at separate intervals and the PCW must physically leave the home between those intervals.

Providers are required to schedule PCW visits to minimize travel time so that the service is delivered in the most cost-effective manner, according to [HFS 101.03\(96m\)](#), Wis. Admin. Code.

## Collecting Payment From Members

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### 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 all personal care services except DMS. Refer to the DMS service area for further information.

## 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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### Duplicative Services

As specified in [HFS 101.03\(96m\)\(b\)6](#), Wis. Admin. Code, medically necessary services cannot duplicate other services being provided to the member. All providers are responsible for coordinating services to avoid duplicate billing.

### Reimbursement Not Available

Under [HFS 107.112\(4\)](#), Wis. Admin. Code, reimbursement is not available from Wisconsin Medicaid for the following:

- Personal care services provided in a hospital, nursing home, or CBRF with more than 20 beds.
- Homemaking services and cleaning of areas not used during personal care services, unless directly related to the care of the person and essential to the member's health.
- Personal care services not documented in the POC.
- Personal care services provided by a legally responsible relative, defined as a spouse or parent of a child under 18 years of age.
- Personal care services provided in excess of 50 hours per calendar year without PA.
- Skilled therapy and nursing services (these may be covered under the home health benefit when provided by a Medicaid-certified home health agency).
- Medically oriented tasks performed by a PCW but not delegated by an RN.

Separate reimbursement is not available for the time involved in completing necessary forms, claims, or reports, according to [HFS 107.03\(17\)](#), Wis. Admin. Code. Separate reimbursement is also not available for PCW training, assessment of the member's condition, and other administrative duties.

Medicaid does not reimburse for skilled nursing visits for agencies that are Medicaid-certified to provide only personal care services.

### 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

# 9



Archive Date:11/28/2008

## 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.

### Professional Relations Representatives

Professional Relations representatives, also known as field representatives, answer 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.

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.
- Online PA requests.
- PES software.
- Education and information for newly certified providers and staff.
- Participation in professional association meetings.
- Previous attempts to resolve claims processing problems through normal channels (e.g., telephone or written correspondence) have been unsuccessful. Providers are reminded that all claims and adjustments need to be submitted within 365 days from the claims submission deadline.
- They are referred by a Provider Services telephone correspondent.
- They need assistance with a complex issue requiring 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.

### 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.

### Professional Relations Representatives Listed by Region

Professional Relations representatives are available to assist providers in all areas of Wisconsin.

Region/Name	Counties		
<b>South Central Wisconsin</b> Jude Benish, (608) 836-9428	Columbia Dane Dodge	Green Lake Jefferson Marquette	
<b>Northeast Wisconsin</b> (920) 465-9425	Brown Calumet Door Florence Forest Kewaunee Langlade Lincoln	Manitowoc Marathon Marinette Menominee Oconto Oneida Outagamie	Portage Shawano Sheboygan Vilas Waupaca Wausahra Winnebago
<b>Southwest Wisconsin</b> Cindy Drury, (608) 929-4030	Adams Crawford Fond du Lac Grant Green Iowa Juneau	Kenosha La Crosse LaFayette Monroe Ozaukee Racine Richland	Rock Sauk Vernon Walworth Washington Waukesha
<b>Milwaukee County</b> Teresa Miller or Maria Schwartz, (262) 695-1915	Milwaukee		
<b>Northwest Wisconsin</b> Denise Kruswicki, (715) 694-2114	Ashland Barron Bayfield Buffalo Burnett Chippewa Clark Douglas	Dunn Eau Claire Iron Jackson Pepin Pierce Polk Price	Rusk St. Croix Sawyer Taylor Trempealeau Washburn Wood
<b>North Central Wisconsin</b> Joan Buntin, (715) 675-3190	Assistance with Web PA and PES software representative support for Northwest, North Central, and Northeast Wisconsin.		
<b>Southeast Wisconsin</b> Vicky Murphy, (608) 756-1422	Assistance with Web PA and PES software representative support for Southwest, South Central, and Southeast Wisconsin, and Milwaukee County.		

## 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 Medicaid 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 and previous 365 days, 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](#).

Refer to the [ForwardHealth Portal](#) for a list of commercial enrollment verification vendors that provide these 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.

## 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 may be up to one year prior to the current date.
- 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.

### 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](#), 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.

### 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 will need to designate one individual as an administrator of the ForwardHealth Portal account. This user will establish 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 [Portal](#).
2. Click the "Providers" link or button.
3. Click the "Logging in for the first time" link.
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 will still be 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.

## ForwardHealth Portal

Providers, members, trading partners, managed care programs, and partners will have access to both 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 will be able to contact Provider Services through the [ForwardHealth Portal](#) by selecting the "Contact Us" 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 will be 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 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 will be able to 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 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.

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 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 includes an archive section so providers can research past changes.

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 section 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.

## ***Archive Area***

The Archive Information area 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. Select a program and service area. (Both of these fields are required.)
4. Click on the "View Archive Information" link.

## **Other Business Enhancements 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.

## 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).

## 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 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.

## Public Area of the Provider Portal

The public Provider area of the 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* policy and billing information for ForwardHealth located in one centralized place. 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 includes an archive section, so providers can research past policy changes.

### 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 Us"](#) 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 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 will still be 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
Windows XP or higher operating system	Firefox v. 1.5 or higher
<b>Apple-Based Systems</b>	
Computer running a PowerPC G4 or Intel processor, 512 MB of RAM, and 150MB of free disk space	Safari, or
Mac OS X 10.2.x or higher operating system	Firefox v. 1.5 or higher

## 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

*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.

All providers receive the *ForwardHealth Update Summary* on a monthly basis. The *Update Summary* contains an overview of *Updates* published that month.

When *Updates* contain new and revised information with a future effective date, providers should obtain a copy of the full-text *Updates* that pertain to the services they provide and keep them for reference until the effective date, at which time the Online Handbook will contain the information.

Providers may obtain copies of *Updates* listed in the *Update Summary* from the [ForwardHealth 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.

### 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*.

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.

### 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.

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.

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 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" information is available up to one year back from the current date. The provider is also informed if the member is not subject to copayments.

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.

*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.