

# Provider Enrollment and Ongoing Responsibilities

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## Provider Enrollment and Ongoing Responsibilities:Provider Enrollment

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Topic #22257

### Providers Have 35 Days to Report a Change in Ownership

Medicaid-enrolled providers are required to notify ForwardHealth of a change in ownership within 35 calendar days after the effective date of the change, in accordance with the Centers for Medicare & Medicaid Services Final Rule 42 C.F.R. § 455.104 (c)(1)(iv).

Failure to report a change in ownership within 35 calendar days may result in denial of payment, per 42 C.F.R. § 455.104(e).

Note: For demographic changes that do not constitute a change in ownership, providers should update their current information using the [demographic maintenance tool](#).

### Written Notification and a New Enrollment Application Are Required

Any time a change in ownership occurs, providers are required to do **one** of the following:

- | Mail a change in ownership notification to ForwardHealth. After mailing the notification, providers are required to complete a new [Medicaid provider enrollment application](#) on the Portal.
- | Upload a change in ownership notification as an attachment when completing a new [Medicaid provider enrollment application](#) on the Portal.

ForwardHealth must receive the change in ownership notification, which must include the affected provider number (NPI (National Provider Identifier) or provider ID), within 35 calendar days **after** the effective date of the change in ownership.

Providers will receive written notification of their new Medicaid enrollment effective date in the mail once their provider file is updated with the change in ownership.

### Special Requirements for Specific Provider Types

The following provider types require Medicare enrollment and/or Wisconsin [DQA \(Division of Quality Assurance\)](#) certification with current provider information before submitting a Medicaid enrollment change in ownership:

- | Ambulatory surgery centers
- | CHCs (Community Health Centers)
- | ESRD (End Stage Renal Disease) services providers
- | Home health agencies
- | Hospice providers
- | Hospitals (inpatient and outpatient)
- | Nursing homes
- | Outpatient rehabilitation facilities
- | Rehabilitation agencies
- | RHCs (Rural Health Clinics)
- | Tribal FQHCs (Federally Qualified Health Centers)

## Events That ForwardHealth Considers a Change in Ownership

ForwardHealth defines a change in ownership as an event where a different party purchases (buys out) or otherwise obtains ownership or effective control over a practice or facility.

The following events are considered a change in ownership and require the completion of a new provider enrollment application:

- ┆ Change from one type of business structure to another type of business structure. Business structures include the following:
  - ┆ Sole proprietorships
  - ┆ Corporations
  - ┆ Partnerships
  - ┆ Limited Liability Companies
- ┆ Change of name and TIN (Tax Identification Number) associated with the provider's submitted enrollment application (for example, EIN (Employer Identification Number))
- ┆ Change (addition or removal) of names identified as owners of the provider

### Examples of a Change in Ownership

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.

## End Date of Previous Owner's Enrollment

The end date of the previous owner's enrollment will be one day prior to the effective date for the change in ownership. When the Wisconsin DHS (Department of Health Services) is notified of a change in ownership, the original owner's enrollment will automatically be end-dated.

## Repayment Following a Change in Ownership

Medicaid-enrolled 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. If the previous owner does not repay ForwardHealth for any erroneous payments or overpayments, the new owner's application will be denied.

If necessary, ForwardHealth will hold responsible for repayment the provider to whom a transfer of ownership is made prior to the final transfer of ownership. The provider acquiring the business is responsible for contacting ForwardHealth to ascertain if they are liable under this provision.

The provider acquiring the business is responsible for full repayment within 30 days after receiving such a notice from ForwardHealth.

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

Office of the Inspector General  
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 Wis. Stat. § [49.45\(21\)](#) for complete information.

## Automatic Recoupment Following a Change in Ownership

ForwardHealth will automatically recover payments made to providers whose enrollment has ended in the ForwardHealth system due to a change in ownership. This automatic recoupment for previous owners occurs about 45 days after DHS is notified of the change in ownership. The recoupment will apply to all claims processed with DOS (Dates of Service) after the provider's new end date.

## New Prior Authorization Requests Must Be Submitted After a Change in Ownership

Medicaid-enrolled providers are required to submit new PA (Prior Authorization) requests when there is a change in billing providers. New PA requests must be submitted with the new billing provider's name and billing provider number. The expiration date of the new PA request will remain the same as the original PA request.

The provider is required to send the following to ForwardHealth with the new PA request:

- ▮ A copy of the original PA request, if possible
- ▮ The new PA request, including the required attachments and supporting documentation indicating the new billing provider's name, address, and billing provider number
- ▮ A letter requesting to enddate the original PA request (may be a photocopy), which should include 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 new billing provider may want to verify with the member that the services from the previous billing provider have ended. The new billing provider may include this verification in the letter).
  - ▮ The requested effective date of the change

## Submitting Claims After a Change in Ownership

The provider acquiring the business may submit claims with DOS on and after the change in ownership effective date.

Additional information on [submission](#) of timely filing requests or adjustment reconsideration requests is available.

## How to Bill for a Hospital Stay That Spans a Change in Ownership

When a change in hospital ownership occurs, use the NPI that is current on the date of discharge. For example: A change in ownership occurs on July 1. A patient stay has DOS from June 26 to July 2. The hospital submits the claim using the NPI effective July 1.

## How to Bill for a Nursing Home Stay That Spans a Change in Ownership

When a change in nursing home ownership occurs, use the NPI that is current on the date of discharge. For example: A change in ownership occurs on July 1. A nursing home patient stay has DOS from June 26 to July 2. The nursing home submits the claim using the NPI effective July 1.

## For Further Questions

Providers with questions about changes in ownership may call [Provider Services](#).

Topic #284

## Separate Enrollment Not Required

Medicaid-enrolled providers may provide TB (tuberculosis)-related services to Tuberculosis-Related Medicaid members. No separate enrollment is required to provide these services.

ForwardHealth has determined which Medicaid-enrolled providers may provide certain services and receive reimbursement through Tuberculosis-Related Medicaid.

## Ongoing Responsibilities

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Topic #15157

### Recovery Audit Contractor Audits

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

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

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

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

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

### Affected Providers

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

### Additional Information

Any questions regarding the RAC program should be directed to HMS at 855-699-6289. Refer to the [RAC website](#) for additional information regarding HMS RAC activities.

## Documentation

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Topic #16157

# Policy Requirements for Use of Electronic Signatures on Electronic Health Records

For ForwardHealth policy areas where a signature is required, electronic signatures are acceptable as long as the signature meets the requirements. When ForwardHealth policy specifically states that a handwritten signature is required, an electronic signature will not be accepted. When ForwardHealth policy specifically states that a written signature is required, an electronic signature will be accepted.

Reimbursement for services paid to providers who do not meet all electronic signature requirements may be subject to recoupment.

## Electronic Signature Definition

An electronic signature, as stated in Wis. Stats. § [137.11\(8\)](#), is "an electronic sound, symbol, or process attached to or logically associated with a record and executed or adopted by a person with the intent to sign the record."

Some examples include:

- | Typed name (performer may type their complete name)
- | Number (performer may type a number unique to them)
- | Initials (performer may type initials unique to them)

All examples above must also meet all of the electronic signature requirements.

## Benefits of Using Electronic Signatures

The use of electronic signatures will allow providers to:

- | Save time by streamlining the document signing process.
- | Reduce the costs of postage and mailing materials.
- | Maintain the integrity of the data submitted.
- | Increase security to aid in non-repudiation.

## Electronic Signature Requirements

By following the general electronic signature requirements below, the use of electronic signatures provides a secure alternative to written signatures. These requirements align with HIPAA (Health Insurance Portability and Accountability Act of 1996) Privacy Rule guidelines.

### General Requirements

When using an electronic signature, all of the following requirements must be met:

- ┆ The electronic signature must be under the sole control of the rendering provider. Only the rendering provider or designee has the authority to use the rendering provider's electronic signature. Providers are required to maintain documentation that shows the electronic signature that belongs to each rendering provider if a numbering or initial system is used (e.g., what number is assigned to a specific rendering provider). This documentation must be kept confidential.
- ┆ The provider is required to have current policies and procedures regarding the use of electronic signatures. The Wisconsin DHS (Department of Health Services) recommends the provider conduct an annual review of policies and procedures with those using electronic signatures to promote ongoing compliance and to address any changes in the policies and procedures.
- ┆ The provider is required to conduct or review a security risk analysis in accordance with the requirements under 45 CFR s. 164.308(a)(1).
- ┆ The provider is required to implement security updates as necessary and correct identified security deficiencies as part of its risk management process.
- ┆ The provider is required to establish administrative, technical, and physical safeguards in compliance with the HIPAA Security Rule.

## Electronic Health Record Signature Requirements

An EHR (electronic health record) that utilizes electronic signatures must meet the following requirements:

- ┆ The certification and standard criteria defined in the Health Information Technology Initial Set of Standards, Implementation Specifications, Certification Criteria for Electronic Health Record Technology Final Rule (45 CFR Part 170) and any revisions including, but not limited to, the following:
  - ┆ Assign a unique name and/or number for identifying, tracking user identity, and establishing controls that permit only authorized users to access electronic health information.
  - ┆ Record actions related to electronic health information according to the standard set forth in 45 CFR s. 170.210.
  - ┆ Enable a user to generate an audit log for a specific time period. The audit log must also have the ability to sort entries according to any of the elements specified in the standard 45 CFR s. 170.210.
  - ┆ Verify that a person or entity seeking access to electronic health information is the one claimed and is authorized to access such information.
  - ┆ Record the date, time, patient identification, and user identification when electronic health information is created, modified, accessed, or deleted. An indication of which action(s) occurred and by whom must also be recorded.
  - ┆ Use a hashing algorithm with a security strength equal to or greater than SHA-1 (Secure Hash Algorithm 1) as specified by the NIST (National Institute of Standards and Technology) in FIPS PUB 180-3 (October 2008) to verify that electronic health information has not been altered. (Providers unsure whether or not they meet this guideline should contact their IT (Information Technology) and/or security/privacy analyst.)
- ┆ Ensure the EHR provides:
  - ┆ Nonrepudiation — assurance that the signer cannot deny signing the document in the future
  - ┆ User authentication — verification of the signer's identity at the time the signature was generated
  - ┆ Integrity of electronically signed documents — retention of data so that each record can be authenticated and attributed to the signer
  - ┆ Message integrity — certainty that the document has not been altered since it was signed
  - ┆ Capability to convert electronic documents to paper copy — the paper copy must indicate the name of the individual who electronically signed the form as well as the date electronically signed
- ┆ Ensure electronically signed records created by the EHR have the same back-up and record retention requirements as paper records.



## Provider Numbers

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Topic #5096

## Taxonomy Codes

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

Providers are required to use a taxonomy code when the NPI reported to ForwardHealth corresponds to multiple enrollments and the provider's practice location ZIP+4 code does not uniquely identify the provider.

Providers are allowed to report multiple taxonomy codes to ForwardHealth as long as the codes accurately describe the provider type and specialty for the provider's enrollment. When doing business with ForwardHealth, providers may use any one of the reported codes. Providers who report multiple taxonomy codes will be required to designate one of the codes as the primary taxonomy code; ForwardHealth will use this primary code for identification purposes.

Providers who wish to change their taxonomy code or add additional taxonomy codes may do so using the [demographic maintenance tool](#). Most taxonomy code changes entered through the demographic maintenance tool will take effect in real time; providers may use the new codes immediately on transactions.

Omission of a taxonomy code when it is required as additional data to identify the provider will cause claims and other transactions to be denied or delayed in processing.

*Note:* Taxonomy codes do not change provider enrollment or affect reimbursement terms.

Topic #5097

## ZIP Code

The ZIP code of a provider's practice location address on file with ForwardHealth must be a ZIP+4 code. The ZIP+4 code helps to identify a provider when the NPI (National Provider Identifier) reported to ForwardHealth corresponds to multiple enrollments and the reported taxonomy code does not uniquely identify the provider.

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

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

# Covered and Noncovered Services

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Archive Date:02/01/2024

## Covered and Noncovered Services:Noncovered Services

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Topic #184

### Noncovered Services

Inpatient hospital services and nursing home services are not covered through Tuberculosis-Related Medicaid.

In addition, services not related to the treatment or complications of TB (tuberculosis) are not covered through Tuberculosis-Related Medicaid. For example, routine dental services and substance abuse day treatment services are not covered through this limited benefit category.

## Codes

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Topic #187

### Diagnosis Codes

With the exception of independent laboratory providers, portable X-ray providers, and pharmacy providers, providers should indicate a TB (tuberculosis)-related ICD (International Classification of Diseases) diagnosis code as the primary diagnosis when submitting claims for TB-related services. Wisconsin Medicaid has identified commonly used allowable diagnosis codes for services provided to members receiving Tuberculosis-Related Medicaid — listed in the table below. Providers are reminded that this list is not exhaustive and intended to provide examples only. Providers should submit the most appropriate diagnosis code as supported in the medical record. Providers are responsible for keeping current with diagnosis code changes. Claims submitted that do not include a TB-related diagnosis code as the primary diagnosis may be denied. Providers may use additional ICD diagnosis codes in the secondary positions as appropriate.

This list is not an exhaustive list of allowable TB diagnosis codes. Other diagnosis codes representing TB may be appropriate for submission.

| Diagnosis Code | Description                                                                                                                 |
|----------------|-----------------------------------------------------------------------------------------------------------------------------|
| A15.0          | Tuberculosis of lung                                                                                                        |
| A18.4          | Tuberculosis of skin and subcutaneous tissue                                                                                |
| A18.2          | Tuberculous peripheral lymphadenopathy                                                                                      |
| A18.03         | Tuberculosis of other bones                                                                                                 |
| A18.01         | Tuberculosis of spine                                                                                                       |
| A18.02         | Tuberculous arthritis of other joints                                                                                       |
| A15.6          | Tuberculous pleurisy                                                                                                        |
| A18.11         | Tuberculosis of kidney and ureter                                                                                           |
| A18.84         | Tuberculosis of heart                                                                                                       |
| A18.83         | Tuberculosis of digestive tract organs, not elsewhere classified                                                            |
| A17.81         | Tuberculoma of brain and spinal cord                                                                                        |
| A18.89         | Tuberculosis of other sites                                                                                                 |
| R76.11         | Nonspecific reaction to tuberculin skin test without active tuberculosis                                                    |
| R76.12         | Nonspecific reaction to cell mediated immunity measurement of gamma interferon antigen response without active tuberculosis |
| Z20.1          | Contact with and (suspected) exposure to tuberculosis                                                                       |
| Z03.89         | Encounter for observation for other suspected diseases and conditions ruled out                                             |
| Z86.11         | Personal history of tuberculosis                                                                                            |

Service-specific information about diagnosis codes is available for [independent laboratory providers](#), portable X-ray providers,

and pharmacy providers.

Topic #185

## Place of Service Codes

Services that are reimbursable through Tuberculosis-Related Medicaid must be provided in an allowable POS (place of service).

| POS Code | Description                                   |
|----------|-----------------------------------------------|
| 03       | School                                        |
| 04       | Homeless Shelter                              |
| 05       | Indian Health Service Free-Standing Facility  |
| 06       | Indian Health Service Provider-Based Facility |
| 07       | Tribal 638 Free-Standing Facility             |
| 08       | Tribal 638 Provider-Based Facility            |
| 11       | Office                                        |
| 12       | Home                                          |
| 15       | Mobile Unit                                   |
| 19       | Off Campus — Outpatient Hospital              |
| 20       | Urgent Care Facility                          |
| 22       | On Campus — Outpatient Hospital               |
| 23       | Emergency Room — Hospital                     |
| 34       | Hospice                                       |
| 50       | Federally Qualified Health Center             |
| 60       | Mass Immunization Center                      |
| 71       | State or Local Public Health Clinic           |
| 72       | Rural Health Clinic                           |
| 81       | Independent Laboratory                        |
| 99       | Other Place of Service                        |

Topic #364

## Procedure Codes

Wisconsin Medicaid has identified commonly used allowable procedure codes for services provided to members receiving Tuberculosis-Related Medicaid. Providers are required to use the procedure code that best describes the service and level of service provided.

| Procedure Code | Description                                                                 | Allowable Providers                                                                          |
|----------------|-----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| H0033*         | Oral medication administration, direct observation (one unit is 15 minutes) | <ul style="list-style-type: none"> <li>FQHCs (federally qualified health centers)</li> </ul> |

|          |                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                         |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| S9445**  | Patient education, not otherwise classified, non-physician provider, individual, per session                                                         | <ul style="list-style-type: none"> <li>  HealthCheck screeners</li> <li>  Home health agencies</li> <li>  Nurse midwives</li> <li>  Nurse practitioners</li> <li>  Physician assistants</li> <li>  Physician clinics</li> <li>  Physicians</li> <li>  PNCC (Prenatal Care Coordination) providers</li> </ul>                                                            |
| 99401*** | Preventive medicine counseling and/or risk factor reduction intervention(s) provided to an individual (separate procedure); approximately 15 minutes |                                                                                                                                                                                                                                                                                                                                                                         |
| 99402*** | approximately 30 minutes                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                         |
| 99403*** | approximately 45 minutes                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                         |
| 99404*** | approximately 60 minutes                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                         |
| 71045    | Radiological examination, chest; single view                                                                                                         | <ul style="list-style-type: none"> <li>  Family planning clinics</li> <li>  FQHCs</li> <li>  HealthCheck screeners</li> <li>  Nurse midwives</li> <li>  Nurse practitioners</li> <li>  Outpatient hospitals</li> <li>  Physician assistants</li> <li>  Physician clinics</li> <li>  Physicians</li> <li>  Portable X-ray providers</li> <li>  PNCC providers</li> </ul> |
| 71046    | Radiological examination, chest; 2 views                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                         |
| 86480    | Tuberculosis test, cell mediated immunity antigen response measurement; gamma interferon                                                             | <ul style="list-style-type: none"> <li>  FQHCs</li> <li>  Independent laboratories</li> <li>  Nurse practitioners</li> <li>  Outpatient hospitals</li> <li>  Physician assistants</li> <li>  Physician clinics</li> <li>  Physicians</li> </ul>                                                                                                                         |
| 86481    | Tuberculosis test, cell mediated immunity antigen response measurement; enumeration of gamma interferon-producing T-cells in cell suspension         | <ul style="list-style-type: none"> <li>  FQHCs</li> <li>  HealthCheck screeners</li> <li>  Home health agencies</li> <li>  Independent laboratories</li> <li>  Nurse midwives</li> <li>  Nurse practitioners</li> <li>  Physician assistants</li> <li>  Physician clinics</li> <li>  Physicians</li> </ul>                                                              |

|       |                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                         |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       |                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>  PNCC providers</li> </ul>                                                                                                                                                                                                                                                                                                      |
| 86580 | Skin test; tuberculosis, intradermal                                                                                                                                                    | <ul style="list-style-type: none"> <li>  Family planning clinics</li> <li>  FQHCs</li> <li>  HealthCheck screeners</li> <li>  Independent laboratories</li> <li>  Nurse midwives</li> <li>  Nurse practitioners</li> <li>  Outpatient hospitals</li> <li>  Physician assistants</li> <li>  Physician clinics</li> <li>  Physicians</li> <li>  PNCC providers</li> </ul> |
| 89220 | Sputum, obtaining specimen, aerosol induced technique (separate procedure)                                                                                                              | <ul style="list-style-type: none"> <li>  FQHCs</li> <li>  HealthCheck screeners</li> <li>  Independent laboratories</li> <li>  Nurse midwives</li> <li>  Nurse practitioners</li> <li>  Outpatient hospitals</li> <li>  Physician assistants</li> <li>  Physician clinics</li> <li>  Physicians</li> <li>  PNCC providers</li> </ul>                                    |
| 94664 | Demonstration and/or evaluation of patient utilization of an aerosol generator, nebulizer, metered dose inhaler or IPPB device (94664 can be reported one time only per day of service) | <ul style="list-style-type: none"> <li>  FQHCs</li> <li>  HealthCheck screeners</li> <li>  Nurse midwives</li> <li>  Nurse practitioners</li> <li>  Outpatient hospitals</li> <li>  Physician assistants</li> <li>  Physician clinics</li> <li>  Physicians</li> <li>  PNCC providers</li> </ul>                                                                        |
| 99000 | Handling and/or conveyance of specimen for transfer from the office to a laboratory                                                                                                     | <ul style="list-style-type: none"> <li>  Family planning clinics</li> <li>  FQHCs</li> <li>  HealthCheck screeners</li> <li>  Independent laboratories</li> <li>  Nurse midwives</li> </ul>                                                                                                                                                                             |

- |  |                                                                                                                                                                                                                      |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <ul style="list-style-type: none"> <li>  Nurse practitioners</li> <li>  Outpatient hospitals</li> <li>  Physician assistants</li> <li>  Physician clinics</li> <li>  Physicians</li> <li>  PNCC providers</li> </ul> |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

\* Procedure code H0033 may be billed for the same DOS (date of service) as 99401, 99402, 99403, 99404, and S9445 for symptom treatment monitoring. Procedure code H0033 is limited to 12 units per DOS. One unit is equal to 15 minutes.

\*\* Procedure codes 99401, 99402, 99403, and 99404 are not reimbursable on the same DOS as S9445. A quantity of "1" indicates a complete service for procedure code S9445. Providers are limited to a quantity of one per day.

\*\*\* A quantity of "1" indicates a complete service for these procedure codes. Providers have a limit of one quantity per day.

Topic #643

## Unlisted Procedure Codes

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

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

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

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

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

For most unlisted codes, ForwardHealth requires additional documentation.

### Unlisted Codes That Require Prior Authorization

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



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

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

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

## Unlisted Codes That Do Not Require Prior Authorization

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

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

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

## How to Submit Claims and Related Documentation

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

- ▮ If submitting on paper using the 1500 Health Insurance Claim Form ((02/12)), the provider may do either of the following:
  - ▮ Include supporting information/description in Item Number 19 of the claim form.
  - ▮ Include supporting documentation on a separate paper attachment. This option should be used if Item Number 19 on the 1500 Health Insurance Claim Form does not allow enough space for the description or when billing multiple unlisted procedure codes. Providers should indicate "See Attachment" in Item Number 19 of the claim form and send the supporting documentation along with the claim form.
- ▮ If submitting electronically using DDE (Direct Data Entry) on the Portal, PES (Provider Electronic Solutions) software, or 837 (837 Health Care Claim) electronic transactions, the provider may do one of the following:
  - ▮ Include supporting documentation in the Notes field. The Notes field is limited to 80 characters.
  - ▮ Indicate that supporting documentation will be submitted separately on paper. This option should be used if the Notes field does not allow enough space for the description or when billing multiple unlisted procedure codes. Providers should indicate "See Attachment" in the Notes field of the electronic transaction and submit the supporting documentation on paper.
  - ▮ [Upload claim attachments](#) via the secure Provider area of the Portal.

Topic #830

## Valid Codes Required on Claims

ForwardHealth requires that all codes indicated on claims and PA (prior authorization) requests, including diagnosis codes, revenue codes, HCPCS (Healthcare Common Procedure Coding System) codes, HIPPS (Health Insurance Prospective Payment System) codes, and CPT (Current Procedural Terminology) codes be valid codes. Claims received without valid diagnosis codes, revenue codes, and HCPCS, HIPPS, or CPT codes will be denied; PA requests received without valid codes will be returned to

the provider. Providers should refer to current national coding and billing manuals for information on valid code sets.

## **Code Validity**

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

## **Code Specificity for Diagnosis**

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

## Covered Services and Requirements

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Topic #144

### A Comprehensive Overview

Tuberculosis-Related Medicaid members are enrolled **only** for covered TB (tuberculosis)-related outpatient services. These services include:

- | Drugs
- | Physician services
- | Laboratory services
- | Radiology services
- | Case management services
- | Transportation services
- | DOT (directly observed therapy)
- | Symptom and treatment monitoring
- | Patient education and anticipatory guidance

To receive reimbursement through Tuberculosis-Related Medicaid, the services provided must relate to the diagnosis, treatment, or complications of TB and may vary depending on the member's condition. For example, services may be provided and reimbursed through Tuberculosis-Related Medicaid when necessary due to side effects from drugs prescribed to treat TB.

Topic #168

### Case Management Services

Case management services help a member and, when appropriate, the member's family gain access to, coordinate, or monitor necessary medical, social, educational, vocational, and other services. All [Medicaid-covered case management services](#) may be reimbursed through Tuberculosis-Related Medicaid.

### Allowable Providers

Medicaid case management services providers may provide TB (tuberculosis)-related case management services and receive reimbursement through Tuberculosis-Related Medicaid. In addition, providers must be Medicaid-enrolled for the target group "individuals infected with TB." Target populations may be added using the demographic maintenance tool.

Topic #44

### Definition of Covered Services

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

Topic #164

# Directly Observed Therapy

Full-benefit Medicaid members and Tuberculosis-Related Medicaid members are eligible for DOT (directly observed therapy). These services may be provided to encourage adherence to the member's treatment program, including completion of the course of a prescribed drug.

DOT may be provided by a health care provider or other designated person to ensure that the member ingests TB (tuberculosis) medication as prescribed in their treatment plan.

The need for DOT services, including the treatment course as indicated in the treatment plan, must be documented in the member's medical record. Family members should not be used for DOT. The provider may not bill for services rendered by family members or be reimbursed for family member time.

Providers are required to indicate HCPCS (Healthcare Common Procedure Coding System) procedure code H0033 on claims only when the direct observation is to ensure that the member ingests their TB medication. A valid TB related diagnosis must be indicated on claims billing procedure code H0033.

Reimbursement rates for DOT include travel time and delivery of medications. Therefore, travel time and delivery of medications are not separately reimbursable.

## Limitation

Procedure code H0033 is limited to 12 units per DOS (date of service). One unit is equal to 15 minutes. This service is reimbursable on the same DOS as CPT (Current Procedural Terminology) procedure codes 99401–99404 (TB symptom and treatment monitoring) or as HCPCS procedure code S9445 (patient education and anticipatory guidance). However, CPT procedure codes 99401–99404 are not reimbursable for the same DOS as HCPCS procedure code S9445.

## Allowable Providers

Wisconsin Medicaid has identified [providers who may provide TB-related DOT](#).

Topic #42

## Drugs

TB (tuberculosis)-related drugs include, but are not limited to, the following:

- | Capreomycin
- | Cycloserine
- | Ethambutol
- | Ethionamide
- | Isoniazid
- | Kanamycin
- | Pyrazinamide
- | Pyridoxine
- | P-aminosalicylic acid
- | Pyridoxine tablets (Vitamin B<sub>6</sub> — 10, 25, 50, and 100 mg)
- | Rifabutin
- | Rifamate
- | Rifampin

- ┆ Rifater
- ┆ Streptomycin

If the pharmacy provider or dispensing physician verifies with the member that the member's need for the drug is TB related, other drugs may be reimbursed through Tuberculosis-Related Medicaid.

## Allowable Providers

Medicaid pharmacy providers and dispensing physicians may dispense TB-related drugs and receive reimbursement through Tuberculosis-Related Medicaid.

Topic #22917

## Interpretive Services

ForwardHealth reimburses interpretive services provided to BadgerCare Plus and Medicaid members who are deaf or hard of hearing or who have LEP (limited English proficiency). A member with LEP is someone who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

Interpretive services are defined as the provision of spoken or signed language communication by an interpreter to convey a message from the language of the original speaker into the language of the listener in real time (synchronous) with the member present. This task requires the language interpreter to reflect both the tone and the meaning of the message.

Only services provided by interpreters of the spoken word or sign language will be covered with the HCPCS (Healthcare Common Procedure Coding System) procedure code T1013 (Sign language or oral interpretive services, per 15 minutes). Translation services for written language are not reimbursable with T1013, including services provided by professionals trained to interpret written text.

## Covered Interpretive Services

ForwardHealth covers interpretive services for deaf or hard of hearing members or members with LEP when the interpretive service and the medical service are provided to the member on the same DOS (date of service) and during the same time as the medical service. A Medicaid-enrolled provider must submit for interpretive services on the same claim as the medical service, and the DOS they are provided to the member must match. Interpretive services cannot be billed by HMOs and MCOs (managed care organizations). Providers should follow CPT (Current Procedural Terminology) and HCPCS coding guidance to appropriately document and report procedure codes related to interpretive and medical services on the applicable claim form. Time billed for interpretive services should reflect time spent providing interpretation to the member. At least three people must be present for the services to be covered: the provider, the member, and the interpreter.

Interpreters may provide services either in-person or via telehealth. [Services provided via telehealth](#) must be functionally equivalent to an in-person visit, meaning that the transmission of information must be of sufficient quality as to be the same level of service as an in-person visit. Transmission of voices, images, data, or video must be clear and understandable. Both the distant and originating sites must have the requisite equipment and staffing necessary to provide the telehealth service.

Billing time for [documentation of interpretive services](#) will be considered part of the service performed. BadgerCare Plus and Wisconsin Medicaid have adopted the federal "Documentation Guidelines for Evaluation and Management Services" (CMS (Centers for Medicare & Medicaid Services) 2021 and 2023) in combination with BadgerCare Plus and Medicaid policy for [E&M \(evaluation and management\) Services](#).

Most Medicaid-enrolled providers, including border-status or out-of-state providers, are able to submit claims for interpretive services.

Standard ForwardHealth policy applies to the reimbursement for interpretive services for out-of-state providers, including PA (prior authorization) requirements.

## Interpretive Services Provided Via Telehealth for Out-of-State Providers

ForwardHealth requirements for services provided via telehealth by out-of-state providers are the same as the ForwardHealth policy for services provided in-person by out-of-state providers. Requirements for [out-of-state providers](#) for interpretive services are the same whether the service is provided via telehealth or in-person. Out-of-state providers who are not enrolled as either border-status or telehealth-only border-status providers are required to obtain PA before providing services via telehealth to BadgerCare Plus or Medicaid members. The PA would indicate that interpretive services are needed.

## Documentation

While not required for submitting a claim for interpretive services, providers must include the following information in the member's file:

- | The interpreter's name and/or company
- | The date and time of interpretation
- | The duration of the interpretive service (time in and time out or total duration)
- | The amount submitted by the medical provider for interpretive services reimbursement
- | The type of interpretive service provided (foreign language or sign language)
- | The type of covered service(s) the provider is billing for

## Third-Party Vendors and In-House Interpreters

Providers may be reimbursed for the use of third-party vendors or in-house interpreters supplying interpretive services.

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

## Limitations

There are no limitations for how often members may utilize interpretive services when the interpretive service is tied to another billable medical service for the member for the same DOS.

## Claims Submission

To receive reimbursement, providers may bill for interpretive services on one of the following claim forms:

- | 1500 Health Insurance Claim Form ((02/12)) (for dental, professional, and professional crossover claims)
- | Institutional UB-04 (CMS 1450) claim form (for outpatient crossover claims and home health/personal care claims)

## Noncovered Services

The following will not be eligible for reimbursement with procedure code T1013:

- | Interpretive services provided in conjunction with a noncovered, non-reimbursable, or excluded service
- | Interpretive services provided by the member's family member, such as a parent, spouse, sibling, or child

- ▮ The interpreter's waiting time and transportation costs, including travel time and mileage reimbursement, for interpreters to get to or from appointments
- ▮ The technology and equipment needed to conduct interpretive services
- ▮ Interpretive services provided directly by the HMOs and MCOs are not billable to ForwardHealth for reimbursement via procedure code T1013

## Cancellations or No Shows

Providers cannot submit a claim for interpretive services if an appointment is cancelled, the member or the interpreter is a no-show (is not present), or the interpreter is unable to perform the interpretation needed to complete the appointment successfully.

## Procedure Code and Modifiers

Providers must submit claims for interpretive services and the medical service provided to the member on separate details on the same claim.

Procedure code T1013 is a time-based code, with 15-minute increments. Rounding up to the 15-minute mark is allowable if at least eight minutes of interpretation were provided.

Providers should use the following rounding guidelines for procedure code T1013.

| Time (Minutes) | Number of Interpretation Units Billed |
|----------------|---------------------------------------|
| 8–22 minutes   | 1.0 unit                              |
| 23–37 minutes  | 2.0 units                             |
| 38–52 minutes  | 3.0 units                             |
| 53–67 minutes  | 4.0 units                             |
| 68–82 minutes  | 5.0 units                             |
| 83–97 minutes  | 6.0 units                             |

Claims for interpretive services must include HCPCS procedure code T1013 and the appropriate modifier(s):

- ▮ U1 (Spoken language)
- ▮ U3 (Sign Language)
- ▮ GT (Via interactive audio and video telecommunication systems)
- ▮ 93 (Synchronous telemedicine service rendered via telephone or other real-time interactive audio-only telecommunications system)

Providers should refer to the [interactive maximum allowable fee schedules](#) for the reimbursement rate, covered provider types and specialties, modifiers, and the allowable POS (place of service) codes for procedure code T1013.

| Delivery Method of Interpretive Services                 | Definition for Sign Language and Foreign Language Interpreters          | Modifiers |
|----------------------------------------------------------|-------------------------------------------------------------------------|-----------|
| <b>In person</b><br>(foreign language and sign language) | When the interpreter is physically present with the member and provider | U1 or U3  |
|                                                          |                                                                         | U1 or U3  |

|                                                            |                                                                                                                                                |                                                                                                                                                                 |
|------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Telehealth*</b><br>(foreign language and sign language) | When the member is located at an originating site and the interpreter is available remotely (via audio-visual or audio only) at a distant site | <b>and</b><br><br>GT or 93                                                                                                                                      |
|                                                            | <b>Phone</b><br>(foreign language only)                                                                                                        | When the interpreter is not physically present with the member and the provider and interprets via audio-only through the phone<br><br>U1 <b>and</b> 93         |
|                                                            | <b>Interactive video</b><br>(foreign language and sign language)                                                                               | When the interpreter is not physically present with the member and the provider and interprets on interactive video<br><br>U1 or U3<br><br><b>and</b><br><br>GT |

\*Any telehealth service must be provided using HIPAA-compliant software or delivered via an app or service that includes all the necessary privacy and security safeguards to meet the requirements of HIPAA.

## Dental Providers

Dental providers submitting claims for interpretive services are not required to include a modifier with procedure code T1013. Dental providers should retain documentation of the interpretive service in the member's records.

## Allowable Places of Service

Claims for interpretive services must include a valid POS (place of service) code where the interpretive services are being provided.

## Federally Qualified Health Centers

Non-tribal FQHCs (federally qualified health centers), also known as CHCs (community health centers), (POS code 50), will not receive direct reimbursement for interpretive services as these are indirect services assumed to be already included in the FQHC's bundled PPS (prospective payment system) rate. However, CHCs can still bill the T1013 code as an indirect procedure code when providing interpretive services. This billing process is similar to that of other indirect services provided by non-tribal FQHCs. This will enable DHS (Wisconsin Department of Health Services) to better track how FQHCs provide these services and process any future change in scope adjustment to increase their PPS rate that includes providing interpretive services.

## Rural Health Clinics

RHCs (rural health clinics) (POS code 72) receives direct reimbursement for interpretive services. Procedure code T1013 should be billed when providing interpretive services.

## Interpreter Qualifications

The two types of allowable interpreters include:

- ▮ Sign language interpreters—Professionals who facilitate the communication between a hearing individual and a person who is deaf or hard of hearing and uses sign language to communicate
- ▮ Foreign language interpreters—Professionals who are fluent in both English and another language and listen to a communication in one language and convert it to another language while retaining the same meaning



## Qualifications for Sign Language Interpreters

For Medicaid-enrolled providers to receive reimbursement, sign language interpreters must be licensed in Wisconsin under Wis. Stat. § [440.032](#) and must follow the specific requirements regarding education, training, and locations where they are able to interpret. The billing provider is responsible for determining the sign language interpreter's licensure and must retain all documentation supporting it.

## Qualifications for Foreign Language Interpreters

There is not a licensing process in Wisconsin for foreign language interpreters. However, Wisconsin Medicaid strongly recommends that providers work through professional agencies that can verify the qualifications and skills of their foreign language interpreters.

A competent foreign language interpreter should:

- ▮ Be at least 18 years of age.
- ▮ Be able to interpret effectively, accurately, and impartially, both receptively and expressively, using necessary specialized vocabulary.
- ▮ Demonstrate proficiency in English and another language and have knowledge of the relevant specialized terms and concepts in both languages.
- ▮ Be guided by the standards developed by the National Council on Interpreting Health Care.
- ▮ Demonstrate cultural responsiveness regarding the LEP language group being served including values, beliefs, practices, languages, and terminology.

Topic #43

## Laboratory Services

TB (tuberculosis)-related laboratory services, including services to diagnose or confirm the presence of TB infection or disease, may be reimbursed through Tuberculosis-Related Medicaid.

## Allowable Providers

Wisconsin Medicaid has identified [providers who may provide TB-related laboratory services](#) and receive reimbursement through Tuberculosis-Related Medicaid.

Topic #189

## Patient Education and Anticipatory Guidance

Full-benefit Medicaid members and Tuberculosis-Related Medicaid members have coverage for patient education and anticipatory guidance. These services may be provided to encourage adherence to the member's treatment program, including completion of the course of a prescribed drug.

Limited patient education and anticipatory guidance may include providing information about TB (tuberculosis) infection or disease, diagnostic tests, treatment, benefits of adherence to treatment, and follow-up care.

Reimbursement rates for patient education and anticipatory guidance include travel time. Therefore, travel time is not separately reimbursable.

Providers should indicate HCPCS (Healthcare Common Procedure Coding System) procedure code S9445 when submitting claims for patient education and anticipatory guidance. A quantity of "1" indicates a complete service. Providers are limited to a quantity of one per day.

## Allowable Providers

Wisconsin Medicaid has identified [providers who may provide TB-related patient education and anticipatory guidance](#).

Topic #166

## Physician Services

TB (tuberculosis)-related physician services, including office visits, may be reimbursed through Tuberculosis-Related Medicaid.

## Allowable Providers

Medicaid physicians, physician clinics, physician assistants, and nurse practitioners may provide TB-related physician services within their scope of practice and receive reimbursement through Tuberculosis-Related Medicaid.

Topic #165

## Radiology Services

TB (tuberculosis)-related radiology services may be reimbursed through Tuberculosis-Related Medicaid.

## Allowable Providers

Wisconsin Medicaid has identified [providers who may provide TB-related radiology services](#) and receive reimbursement through Tuberculosis-Related Medicaid.

Topic #188

## Symptom and Treatment Monitoring

Full-benefit Medicaid members and Tuberculosis-Related Medicaid members are covered for symptom and treatment monitoring. These services may be provided to encourage adherence to the member's treatment program, including completion of the course of a prescribed drug.

TB (tuberculosis) symptom and treatment monitoring includes the following:

- ▮ Clinical assessment of TB
- ▮ Incorporating a history of treatment for TB infection or disease
- ▮ Monitoring adherence to the member's treatment program
- ▮ Monitoring signs and symptoms of the TB infection or disease
- ▮ Monitoring adverse reactions

Reimbursement rates for TB symptom and treatment monitoring include travel time. Therefore, travel time is not separately reimbursable.

Providers should indicate one of the following procedure codes with a quantity of "1" when submitting claims for TB symptom and treatment monitoring:

- | 99401
- | 99402
- | 99403
- | 99404

A quantity of "1" indicates a complete service for the above procedure codes. Providers have a limit of one quantity per day.

## Allowable Providers

Wisconsin Medicaid has identified [providers who may provide TB symptom and treatment monitoring](#).

Topic #167

## Transportation Services

Transportation to receive TB (tuberculosis)-related services is covered for Tuberculosis-Related Medicaid members if they have no other way to receive a ride. NEMT (non-emergency medical transportation) services are provided through the NEMT manager contracted with the Wisconsin DHS (Department of Health Services). Providers may be asked to verify that the member received covered services at their site on a particular date.

Refer to the [NEMT Online Handbook](#) for more information.

# Claims

3

Archive Date:02/01/2024

## Claims:Submission

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Topic #16937

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

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

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

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

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

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

Topic #22797

### Payment Integrity Review Supporting Documentation

Providers are notified that an individual claim is subject to [PIR \(payment integrity review\)](#) through a message on the Portal when submitting claims. When this occurs, providers have seven calendar days to submit the supporting documentation that must be retained in the member's record for the specific service billed. This documentation must be [attached to the claim](#). The following are examples of documentation providers may attach to the claim; however, this list is not exhaustive, and providers may submit any documentation available to substantiate payment:

- | Case management or consultation notes
- | Durable medical equipment or supply delivery receipts or proof of delivery and itemized invoices or bills
- | Face-to-face encounter documentation
- | Individualized plans of care and updates
- | Initial or program assessments and questionnaires to indicate the start DOS (date of service)
- | Office visit documentation
- | Operative reports
- | Prescriptions or test orders
- | Session or service notice for each DOS
- | Testing and lab results
- | Transportation logs
- | Treatment notes

Providers must attach this documentation to the claim at the time of, or up to seven days following, submission of the claim. A claim may be denied if the supporting documentation is not submitted. If a claim is denied, providers may submit a new claim with the required documentation for reconsideration. To reduce provider impact, claims reviewed by the OIG (Office of the Inspector General) will be processed as quickly as possible, with an expected average adjudication of 30 days.

Topic #10637

## Reimbursement Reduction for Most Paper Claims

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

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

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

The reimbursement reduction applies to the following paper claims:

- 1500 Health Insurance Claim Form ((02/12))
- UB-04 (CMS 1450) Claim Form
- [Compound Drug Claim \(F-13073 \(04/2017\)\)](#) form
- [Noncompound Drug Claim \(F-13072 \(04/2017\)\)](#) form

## Exceptions to Paper Claim Reimbursement Reduction

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

- In-state emergency providers
- Out-of-state providers
- Medicare crossover claims
- Any claims that ForwardHealth requires additional supporting information to be submitted on paper, such as:
  - Hysterectomy claims must be submitted along with an [Acknowledgment of Receipt of Hysterectomy Information \(F-01160 \(06/2013\)\)](#) form
  - Sterilization claims must be submitted along with a paper [Consent for Sterilization \(F-01164 \(10/2008\)\)](#) form.
  - Claims submitted to Timely Filing appeals must be submitted on paper with a [Timely Filing Appeals Request \(F-13047 \(08/2015\)\)](#) form.
  - In certain circumstances, drug claims must be submitted on paper with a [Pharmacy Special Handling Request \(F-13074 \(04/2014\)\)](#) form.
  - Claims submitted with four or more NDCs (National Drug Codes) for compound and noncompound drugs with specific and non-specific HCPCS (Healthcare Common Procedure Coding System) procedure codes.

Topic #186

## Submitting Claims

Providers should follow their service-specific claim instructions when submitting claims for services provided to members receiving Tuberculosis-Related Medicaid.



## Responses

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Topic #13437

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

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

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

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



# Responsibilities

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Topic #22798

## Payment Integrity Review Program

The PIR (Payment Integrity Review) program:

- ┆ Allows the OIG (Office of the Inspector General) to review claims prior to payment.
- ┆ Requires providers to [submit all required documentation](#) to support approval and payment of PIR-selected claims.

The goal of the PIR program is to further safeguard the integrity of Wisconsin DHS (Department of Health Services)-administered public assistance programs, such as BadgerCare Plus and Wisconsin Medicaid, from fraud, waste, and abuse by:

- ┆ Proactively reviewing claims prior to payment to ensure federal and state requirements are met.
- ┆ Providing enhanced, compliance-based technical assistance to meet the specific needs of providers.
- ┆ Increasing the monitoring of benefit and service areas that are at high risk for fraud, waste, and abuse.

Fraud, waste, and abuse includes the potential overutilization of services or other practices that directly or indirectly result in unnecessary program costs, such as:

- ┆ Billing for items or services that were not rendered.
- ┆ Incorrect or excessive billing of CPT (Current Procedural Terminology) or HCPCS (Healthcare Common Procedure Coding System) procedure codes.
- ┆ Unit errors, duplicate charges, and redundant charges.
- ┆ Billing for services outside of the provider specialty.
- ┆ Insufficient documentation in the medical record to support the charges billed.
- ┆ Lack of medical necessity or noncovered services.

Note: Review of claims in the PIR process does not preclude claims from future post-payment audits or review.

## Payment Integrity Review Program Overview

When a provider submits a claim electronically via the ForwardHealth Portal, the system will display a message if the claim is subject to PIR. The message will instruct providers to [submit supporting documentation](#) with the claim. Providers have seven days to attach documentation to claims. The claim will automatically be denied if documentation is not attached within seven days.

Claims that meet PIR requirements may be eligible for payment once they are accurate and complete. Claims that do not meet PIR requirements may be denied or repriced. In these cases, providers are encouraged to:

- ┆ Review the EOB (Explanation of Benefits) for billing errors.
- ┆ Refer to the Online Handbook for claims documentation and program policy requirements.
- ┆ Correct the PIR billing errors and resubmit the claim.

## Types of Payment Integrity Review

There are three types of review in the PIR program:

- ┆ Claims Review

- ┆ Pre-Payment Review
- ┆ Intermediate Sanctions

For each type of review, providers must submit supporting documentation that substantiates the CPT and/or HCPCS procedure codes on the claim.

|                                                                         | Claims Review                                                                                                                                                                                                                                       | Pre-Payment Review                                                                                                                                                                                                                                                                 | Intermediate Sanction                                                                     |
|-------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| <b>How claims are selected for review</b>                               | A sampling of claims is selected from providers, provider types, benefit areas, or service codes identified by the OIG.                                                                                                                             | The OIG has reasonable suspicion that a provider is violating program rules.                                                                                                                                                                                                       | The OIG has established cause that a provider is violating program rules.                 |
| <b>How providers are notified that selected claims are under review</b> | The provider receives a message on the Portal.                                                                                                                                                                                                      | The provider receives a Provider Notification letter and message on the Portal.                                                                                                                                                                                                    | The provider receives a Notice of Intermediate Sanction letter and message on the Portal. |
| <b>How to successfully exit the review</b>                              | Claims are selected for review based on a pre-determined percentage of claim submissions of specific criteria. All providers who bill the service codes that are part of this criteria are subject to review, regardless of their compliance rates. | Seventy-five percent of a provider's reviewed claims over a three-month period must be paid as submitted. The number of claims submitted during the three-month period may not drop more than 10 percent of the provider's volume of submitted claims prior to pre-payment review. | The provider must meet parameters set during the sanction process.                        |

## Claims Review

In accordance with Wis. Admin. Code § [DHS 107.02\(2\)](#), the OIG may identify providers, provider types, benefit areas, or procedure codes, and based on those criteria, choose a sampling of claims to review prior to payment. When a claim submitted through the Portal that meets one of these criteria is selected for review, a message will appear on the Portal to notify the provider that the claim must be submitted with all necessary supporting documentation within seven calendar days. The claim will automatically be denied if documentation is not attached within seven days.

## Pre-Payment Review

In accordance with Wis. Admin Code § [DHS 106.11](#), if the OIG has cause to suspect that a provider is prescribing or providing services that are not necessary for members, are in excess of the medical needs of members, or do not conform to applicable professional practice standards, the provider's claims may be subject to review prior to payment. Providers who are subject to this type of review will receive a Pre-Payment Review Initial Notice letter, explaining that the OIG has identified billing practice or program integrity concerns in the provider's claims that warrant the review. This notice details the steps the provider must follow to substantiate their claims and the length of time their claims will be subject to review. Additionally, a message will appear on the Portal when the provider submits claims to notify the provider that certain claims must be submitted with all necessary supporting documentation within seven calendar days. The claim will automatically be denied if documentation is not attached within seven days.

For a provider to be considered for removal from pre-payment review, both of the following conditions must be met:

- ┆ Seventy-five percent of the provider's reviewed claims over a three-month period are approved to be paid.
- ┆ The number of claims the provider submits during that three-month period may not drop more than 10 percent from their submitted claim amount prior to pre-payment review.

The OIG reserves the right to adjust these thresholds according to the facts of the case.

### **Intermediate Sanction Review**

In accordance with Wis. Admin. Code § [DHS 106.08\(3\)\(d\)](#), if the OIG has established cause that a provider is violating program rules, the OIG may impose an intermediate sanction that requires the provider's claims to be reviewed prior to payment. Providers who are subject to this type of review will be sent an official Intermediate Sanction Notice letter from the OIG that details the program integrity concerns that warrant the sanction, the length of time the sanction will apply, and the provider's right to appeal the sanction. The provider also will receive a message on the Portal when submitting claims that indicates certain claims must be submitted with the necessary supporting documentation within seven calendar days. The claim will automatically be denied if documentation is not attached within seven days.

For a provider to be considered for removal from an intermediate sanction, the provider must meet the parameters set during the sanction process.

# Reimbursement

# 4

Archive Date:02/01/2024

## Reimbursement:Copayment

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Topic #261

### Prohibited

Providers are prohibited from collecting copayment from Tuberculosis-Related Medicaid members when providing DOT (directly observed therapy), TB (tuberculosis) symptom and treatment monitoring, or patient education and anticipatory guidance. For information about charging copayment for other services, the information pertaining to the provider's primary service area must be referenced.

# Member Information

5

Archive Date:02/01/2024

## Member Information:Enrollment Categories

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Topic #16677

### BadgerCare Plus Benefit Plan Changes

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

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

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

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

Topic #3324

### Eligibility Requirements

To be eligible for Tuberculosis-Related Medicaid, documentation must show that one of the following is true:

- ┆ The individual has evidence of latent TB (tuberculosis) infection.
- ┆ The individual has evidence of active TB disease.
- ┆ The individual has a negative tuberculin skin test, but a positive culture.
- ┆ The individual tests negative for TB but requires a TB-related drug and/or surgical therapy based on a physician's judgment.
- ┆ The individual requires testing to confirm the presence (or absence) of the TB organism based on a physician's judgment.

Individuals must also meet certain financial requirements. Individuals should contact their [income maintenance or tribal agency](#) or Medicaid outstation site for current financial requirements.

Topic #18777

### Real-Time Eligibility Determinations

ForwardHealth may complete real-time eligibility determinations for BadgerCare Plus and/or Family Planning Only Services applicants who meet pre-screening criteria and whose reported information can be verified in real time while applying in [ACCESS Apply for Benefits](#). Once an applicant is determined eligible through the real-time eligibility process, they are considered eligible for BadgerCare Plus and/or Family Planning Only Services and will be enrolled for 12 months, unless changes affecting eligibility occur before the 12-month period ends.

A member determined eligible through the real-time eligibility process will receive a [temporary ID \(identification\) card for BadgerCare Plus](#) and/or [Family Planning Only Services](#). Each member will get their own card, and each card will include the member's ForwardHealth ID number. The temporary ID card will be valid for the dates listed on the card and will allow the

member to get immediate health care or pharmacy services.

## Eligibility Verification

When a member is determined eligible for BadgerCare Plus and/or Family Planning Only Services through the real-time eligibility process, providers are able to see the member's eligibility information in Wisconsin's EVS (Enrollment Verification System) in real time. Providers should always verify eligibility through EVS prior to providing services.

On rare occasions, it may take up to 48 hours for eligibility information to be available through interChange. In such instances, if a member presents a valid temporary ID card, [the provider is still required to provide services](#), even if eligibility cannot be verified through EVS.



# Sample Temporary Identification Card for Badger Care Plus

## To the Provider

The individual listed on this card has been enrolled in BadgerCare Plus. This card entitles the listed individual to receive health care services, including pharmacy services, through BadgerCare Plus from any Medicaid-enrolled provider. For additional information, call Provider Services at 800-947-9627 or refer to the ForwardHealth Online Handbook at [www.forwardhealth.wi.gov](http://www.forwardhealth.wi.gov).

## NOTE:

It is important to provide services when this card is presented. Providers who render services based on the enrollment dates on this card will receive payment for those services, as long as other reimbursement requirements are met. All policies regarding covered services apply for this individual, including the prohibition against billing members. If "Pending Assignment" is indicated after the name on this card, the member identification (ID) number will be assigned within one business day; the card is still valid. Refer to the ForwardHealth Online Handbook for further information regarding this temporary ID card. Providers are encouraged to keep a photocopy of this card.

## WISCONSIN DEPARTMENT OF HEALTH SERVICES

### TEMPORARY IDENTIFICATION CARD FOR BADGERCARE PLUS



| Name:           | Program         | ID Number  |
|-----------------|-----------------|------------|
| IM A MEMBER     | BadgerCare Plus | 0987654321 |
| DOB: 09/01/1984 |                 |            |

This card is valid from **October 01, 2016 to November 30, 2016.**

This individual's eligibility should be available through the ForwardHealth Portal. Eligibility should always be verified through the ForwardHealth Portal prior to services being provided.

## Sample Temporary Identification Card for Family Planning Only Services

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |                |                  |                    |                      |            |                 |          |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------|------------------|--------------------|----------------------|------------|-----------------|----------|--|
| <p><b>To the Provider</b></p> <p>The individual listed on this card has been enrolled in Family Planning Only Services. This card entitles the listed individual to receive health care services, including pharmacy services, through Family Planning Only Services from any Medicaid-enrolled provider. For additional information, call Provider Services at 800-947-9627 or refer to the ForwardHealth Online Handbook at <a href="http://www.forwardhealth.wi.gov">www.forwardhealth.wi.gov</a>.</p> <p><b>NOTE:</b></p> <p>It is important to provide services when this card is presented. Providers who render services based on the enrollment dates on this card will receive payment for those services, as long as other reimbursement requirements are met. All policies regarding covered services apply for this individual, including the prohibition against billing members. If "Pending Assignment" is indicated after the name on this card, the member identification (ID) number will be assigned within one business day; the card is still valid. Refer to the ForwardHealth Online Handbook for further information regarding this temporary ID card. Providers are encouraged to keep a photocopy of this card.</p> | <div style="text-align: center;"> <p>WISCONSIN DEPARTMENT OF<br/>HEALTH SERVICES</p> <p><b>TEMPORARY IDENTIFICATION CARD<br/>FOR FAMILY PLANNING<br/>ONLY SERVICES</b></p> </div> <div style="text-align: right;">  </div> <table border="0" style="width: 100%;"> <tr> <td style="width: 33%;"><b>Name:</b></td> <td style="width: 33%;"><b>Program</b></td> <td style="width: 33%;"><b>ID Number</b></td> </tr> <tr> <td><b>IM A MEMBER</b></td> <td>Family Planning Only</td> <td>0987654321</td> </tr> <tr> <td>DOB: 09/01/1984</td> <td>Services</td> <td></td> </tr> </table> <p>This card is valid from <b>October 01, 2016 to November 30, 2016.</b></p> <p>This individual's eligibility should be available through the ForwardHealth Portal. Eligibility should always be verified through the ForwardHealth Portal prior to services being provided.</p> | <b>Name:</b>     | <b>Program</b> | <b>ID Number</b> | <b>IM A MEMBER</b> | Family Planning Only | 0987654321 | DOB: 09/01/1984 | Services |  |
| <b>Name:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Program</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>ID Number</b> |                |                  |                    |                      |            |                 |          |  |
| <b>IM A MEMBER</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Family Planning Only                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 0987654321       |                |                  |                    |                      |            |                 |          |  |
| DOB: 09/01/1984                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                |                  |                    |                      |            |                 |          |  |

Topic #262

## Tuberculosis-Related Medicaid

[Tuberculosis-Related Medicaid](#) is a limited benefit category that allows individuals with TB (tuberculosis) infection or disease to receive covered TB-related outpatient services.

## Identification Cards

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Topic #324

### ForwardHealth Cards

Most members, whether they have coverage for all services or limited services, receive a ForwardHealth card. Therefore, Tuberculosis-Related Medicaid members receive a ForwardHealth card.

## Special Enrollment Circumstances

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Topic #304

### Retroactive Eligibility

Some individuals may not be determined to have coverage for Tuberculosis-Related Medicaid until the TB infection or disease is clinically confirmed. These individuals may request that coverage for Tuberculosis-Related Medicaid be retroactive to the date the infection or disease is confirmed.

# Coordination of Benefits

## 6

Archive Date:02/01/2024

## Coordination of Benefits:Commercial Health Insurance

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Topic #18497

### Explanation of Medical Benefits Form Requirement

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

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

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

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

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

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

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

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

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

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

# Resources

7

Archive Date:02/01/2024

## Resources:Portal

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Topic #5158

# Managed Care Organization Portal Reports

The following reports are generated to MCOs (managed care organizations) through their account on the ForwardHealth MCO Portal:

- | Capitation Payment Listing Report
- | Cost Share Report (long-term MCOs only)
- | Enrollment Reports

MCOs are required to establish a Portal account in order to receive reports from ForwardHealth.

## Capitation Payment Listing Report

The Capitation Payment Listing Report provides "payee" MCOs with a detailed listing of the members for whom they receive capitation payments. ForwardHealth interChange creates adjustment transaction information weekly and regular capitation transaction information monthly. The weekly batch report includes regular and adjustment capitation transactions. MCOs have the option of receiving both the Capitation Payment Listing Report and the 820 Payroll Deducted and Other Group Premium Payment for Insurance Products transactions.

## Initial Enrollment Roster Report

The Initial Enrollment Roster Report is generated according to the annual schedules detailing the number of new and continuing members enrolled in the MCO and those disenrolled before the next enrollment month.

## Final Enrollment Roster Report

The Final Enrollment Roster Report is generated the last business day of each month and includes members who have had a change in status since the initial report and new members who were enrolled after the Initial Enrollment Roster Report was generated.

## Other Reports

Additional reports are available for BadgerCare Plus HMOs, SSI HMOs, and long-term MCOs. Some are available via the Portal and some in the secure FTP (file transfer protocol).

Topic #5089

# Other Business Enhancements Available on the Portal

The secure Provider area of the ForwardHealth Portal enables providers to do the following:

- | Verify member enrollment.
- | View RAs (Remittance Advice).



- | Designate which trading partner is eligible to receive the provider's 835 (835 Health Care Claim Payment/Advice).
- | Update and maintain provider file information. Providers have the choice to indicate separate addresses for different business functions.
- | Receive electronic notifications and provider publications from ForwardHealth.
- | Enroll in EFT (electronic funds transfer).
- | Track provider-submitted PA (prior authorization) requests.

# Training Opportunities

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Topic #12757

## Training Opportunities

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

### On-Site Sessions

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

Registration is required to attend on-site sessions. Online registration is available on the [Trainings](#) page of the Providers area of the Portal.

### Online (Real-Time, Web-Based) Sessions

Online (real-time, web-based) training sessions are available and are facilitated through [HPE MyRoom](#). MyRoom sessions are offered on many of the same topics as on-site sessions, but online sessions offer the following advantages:

- ▮ Participants can attend training at their own computers without leaving the office.
- ▮ Sessions are interactive as participants can ask questions during the session.
- ▮ If requested or needed, a session can be quickly organized to cover a specific topic for a small group or office.

For some larger training topics (such as ForwardHealth Portal Fundamentals), the training may be divided into individual modules, with each module focused on a particular subject. This allows participants to customize their training experience.

Registration, including an e-mail address, is required to attend Virtual Room sessions, so important session information can be sent to participants prior to the start of the session. Online registration is available on the [Trainings](#) page of the Portal.

### Recorded Webcasts

Recorded Webcasts are available on a variety of topics, including some of the same topics as on-site and online sessions. Like Virtual Room sessions, some recorded Webcasts on larger training topics may be divided into individual Webcast modules, allowing participants to customize their training experience. Recorded Webcasts allow providers to view the training at their convenience on their own computers.

Registration is not required to view a recorded Webcast. Related training materials are available to download and print from the specific [Webcast training session page](#) on the Portal.

### Notification of Training Opportunities

In addition to information on the Trainings page of the Portal, upcoming training session information is distributed directly through messages to providers who have secure Portal accounts and to providers who have registered for the ForwardHealth e-mail subscription service.

To sign up for a secure Portal account, click the "Request Portal Access" link in the Quick Links box on the [Provider](#) page of the Portal. To sign up for e-mail subscription, click "Register for E-mail Subscription" in the Quick Links box on the Provider page of the Portal.

# Managed Care

# 8

Archive Date:02/01/2024

## Managed Care:Managed Care Information

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Topic #16177

### Care4Kids Program Overview

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

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

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

### Program Administration

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

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

### Member Enrollment Verification

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

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

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

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

## Contact Information

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

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

## Covered and Noncovered Services

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Topic #16197

### Care4Kids Program Benefit Package

#### Covered Services

Members enrolled in the [Care4Kids program](#) are eligible to receive all medically necessary services covered under Wisconsin Medicaid; however, Care4Kids will have the flexibility to provide services in a manner that best meets the unique needs of children in out-of-home care, including streamlining PA (prior authorization) requirements and offering select services in home settings. Members will also be allowed to go to any Medicaid-enrolled provider for emergency medical services or family planning services.

#### Noncovered Services

The following services are not provided as covered benefits through the Care4Kids program, but can be reimbursed for eligible Medicaid members on a fee-for-service basis:

- | Behavioral treatment
- | Chiropractic services
- | CRS (Community Recovery Services)
- | CSP (Community Support Programs)
- | CCS (Comprehensive Community Services)
- | Crisis intervention services
- | Directly observed therapy for individuals with tuberculosis
- | MTM (Medication therapy management)
- | NEMT (Non-emergency medical transportation) services
- | Prescription and over-the-counter drugs and diabetic supplies dispensed by the pharmacy
- | [Physician-administered drugs](#) and their administration, and the administration of [Synagis](#)
- | SBS (School-based services)
- | Targeted case management

Children's Hospital of Wisconsin will establish working relationships, defined in writing through a memorandum of understanding, with providers of the following services:

- | CSP
- | CCS
- | Crisis intervention services
- | SBS
- | Targeted case management services

Providers of these services must coordinate with Care4Kids to help assure continuity of care, eliminate duplication, and reduce fragmentation of services.