

# Claims

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## Claims:Adjustment Requests

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Topic #814

### Allowed Claim

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

Topic #815

### Denied Claim

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

Topic #2445

### Documentation for Review Requests

Documentation might include operative reports, descriptions of special circumstances, or other information. Write "dental review requested" on the adjustment form.

Topic #512

### Electronic

#### 837 Transaction

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

#### Provider Electronic Solutions Software

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

#### Portal Claim Adjustments

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

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

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

Topic #513

## Follow-Up

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

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

Topic #515

## Paper

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

Topic #816

## Processing

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

Topic #514

## Purpose

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

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

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

Topic #4857

# Submitting Paper Attachments with Electronic Claim Adjustments

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

## Good Faith Claims

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Topic #518

### Definition of Good Faith Claims

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

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

For a [temporary identification card from members who received a real-time eligibility determination](#), the provider should check enrollment again after the date and time indicated on the ID card, or wait one week to submit a claim to ForwardHealth. If, after the date and time indicated on the ID card, the EVS indicates that the member is still not enrolled, or the claim is denied with an enrollment-related EOB code, the provider should contact [Provider Services](#) for assistance.

## Overpayments

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Topic #528

### Adjustment Request vs. Cash Refund

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

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

Topic #532

### Adjustment Requests

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

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

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

### Electronic Adjustment Requests

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

### Paper Adjustment Requests

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

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

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

Topic #533

## Cash Refunds

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

ForwardHealth  
Financial Services Cash Unit  
313 Blettner Blvd  
Madison WI 53784

Topic #531

## ForwardHealth-Initiated Adjustments

ForwardHealth may initiate an adjustment when a retroactive rate increase occurs or when an improper or excess payment has been made. ForwardHealth has the right to pursue overpayments resulting from computer or clerical errors that occurred during claims processing.

If ForwardHealth initiates an adjustment to recover overpayments, ForwardHealth remittance information will include details of the adjustment in the Claims Adjusted Section of the paper RA (Remittance Advice).

Topic #530

## Requirements

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

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

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

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

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

Topic #8417

## Voiding Claims

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



## Responses

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Topic #540

### An Overview of the Remittance Advice

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

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

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

Topic #5091

### National Provider Identifier on the Remittance Advice

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

Topic #4818

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

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

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

Topic #534

### Claim Number

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

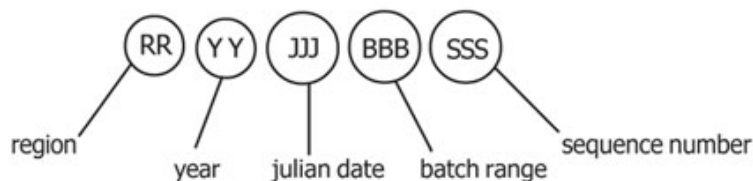
control number)). However, denied real-time compound and noncompound claims are not assigned an ICN, but receive an authorization number. Authorization numbers are not reported to the RA (Remittance Advice) or 835 (835 Health Care Claim Payment/Advice).

## Interpreting Claim Numbers

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

## Interpreting Claim Numbers

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



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

Topic #535

## Claim Status

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

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

Topic #644

## ClaimCheck Review

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

EOB (Explanation of Benefits) codes specific to the ClaimCheck review appear in the TXT (text) RA (Remittance Advice) file and in the electronic 835 (835 Health Care Claim Payment/Advice) transactions.

ClaimCheck review does not change Medicaid or BadgerCare Plus policy on covered services but monitors compliance with policy more closely and reimburses providers appropriately.

## Areas Monitored by ClaimCheck

ForwardHealth uses ClaimCheck software to monitor the following situations:

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

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

## Unbundled Procedures

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

If certain procedure codes are submitted, ClaimCheck rebundles them into the single most appropriate procedure code. For example, if a provider submits a claim with procedure codes 12035 (Repair, intermediate, wounds of scalp, axillae, trunk and/or

extremities [excluding hands and feet]; 12.6 cm to 20.0 cm) and 12036 (Repair, intermediate, wounds of scalp, axillae, trunk and/or extremities [excluding hands and feet]; 20.1 cm to 30.0 cm), ClaimCheck rebundles them to procedure code 12037 (Repair, intermediate, wounds of scalp, axillae, trunk and/or extremities [excluding hands and feet]; over 30.0 cm).

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

## Incidental/Integral Procedures

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

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

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

## Mutually Exclusive Procedures

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

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

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

## Medical Visit Billing Errors

Medical visit billing errors occur if E&M (evaluation and management) services are reported separately when a substantial diagnostic or therapeutic procedure is performed. Under CMS (Centers for Medicare and Medicaid Services) guidelines, most E&M procedures are not allowed to be reported separately when a substantial diagnostic or therapeutic procedure is performed.

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

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

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

## Preoperative and Postoperative Billing Errors

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

For example, if a provider submits procedure code 99212 (Office or other outpatient visit for the evaluation and management of an established patient, which requires at least 2 of these 3 key components: A problem focused history; A problem focused examination; Straightforward medical decision making [10 minutes]) with a DOS of 11/02/08 and procedure 27750 (Closed treatment of tibial shaft fracture [with or without fibular fracture]; without manipulation) with a DOS of 11/03/08, ClaimCheck will deny procedure code 99212 as a preoperative visit because it is submitted with a DOS one day prior to the DOS for procedure code 27750.

## Medically Obsolete Procedures

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

## Assistant Surgeon Billing Errors

ClaimCheck development and maintenance of assistant surgeon values includes two designations, *always* and *never*. ClaimCheck uses the ACS (American College of Surgeons) as its primary source for determining assistant surgeon designations. ForwardHealth's list of procedure codes allowable with an assistant surgeon designation is consistent with ClaimCheck.

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

## Gender-Related Billing Errors

Gender-related billing errors occur when a provider submits a gender-specific procedure for a patient of the opposite sex. ForwardHealth has adopted ClaimCheck's designation of gender for procedure codes.

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

## Payments Denied as a Result of the ClaimCheck Review

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

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

If a provider disagrees with ClaimCheck's determination, the provider may resubmit the claim with supporting documentation to Provider Service Written Correspondence. If the original claim is in an allowed status, the provider may submit an [Adjustment/Reconsideration Request \(F-13046 \(08/15\)\)](#) with supporting documentation and the words "medical consultant review requested" written on the form to Provider Services Written Correspondence.

Topic #4746

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

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

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

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

Topic #537

## Electronic Remittance Information

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

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

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

### Text File

The TXT format file is generated by financial payer and listed by RA number and RA date on the secure provider Portal account under the "View Remittance Advices" menu. RAs from the last 121 days are available in the TXT format. When a user clicks on an RA, a pop-up window displays asking if the user would like to "Open" or "Save" the file. If "Open" is chosen, the document opens based on the user's application associated with opening text documents. If "Save" is chosen, the "Save As" window will open. The user can then browse to a location on their computer or network to save the document.

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

### Comma-Separated Values Downloadable File

A CSV file is a file format accepted by a wide range of computer software programs. Downloadable CSV-formatted RAs allow users the benefits of building a customized RA specific to their use and saving the file to their computer. The CSV file on a

provider's Portal appears as linear text separated by commas until it is downloaded into a compatible software program. Once downloaded, the file may be saved to a user's computer and the data manipulated, as desired.

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

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

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

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

## 835

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

## Provider Electronic Solutions Software

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

Topic #4822

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

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

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

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



## TEXT File

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

## CSV File

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

Topic #13437

## ForwardHealth-Initiated Claim Adjustments

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

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

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

Topic #4820

## Identifying the Claims Reported on the Remittance Advice

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

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

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

Topic #11537

## National Correct Coding Initiative

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

ForwardHealth is required to implement the NCCI in order to monitor all professional claims and outpatient hospital claims



submitted with CPT (Current Procedural Terminology) or HCPCS (Healthcare Common Procedure Coding System) procedure codes for Wisconsin Medicaid, BadgerCare Plus, WCDP (Wisconsin Chronic Disease Program), and Family Planning Only Services for compliance with the following NCCI edits:

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

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

## Medically Unlikely Detail Edits

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

An example of an MUE would be if procedure code 11100 (i.e., biopsy of skin lesion) was billed with a quantity of two or more. This procedure is medically unlikely to occur more than once; therefore, if it is billed with units greater than one, the detail will be denied.

## Procedure-to-Procedure Detail Edits

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

An example of a procedure-to-procedure edit would be if procedure codes 11451 (i.e., removal of a sweat gland lesion) and 93000 (i.e., electrocardiogram) were billed on the same claim for the same DOS. Procedure code 11451 describes a more complex service than procedure code 93000, and therefore, the secondary procedure would be denied.

## Quarterly Code List Updates

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

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

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

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

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

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

Topic #539

## Obtaining the Remittance Advice

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

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

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

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

Topic #4745

## Overview of Claims Processing Information on the Remittance Advice

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

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

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

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

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

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

## Claim Types on the Remittance Advice and Corresponding Provider Types

| Claim Types                             | Provider Types  |
|---|---|
| Dental claims                           | Dentists, dental hygienists, HealthCheck agencies that provide dental services.   |
| Drug and compound drug claims           | Pharmacies and dispensing physicians.   |
| Inpatient claims                        | Inpatient hospital providers and institutes for mental disease providers.   |
| Long term care claims                   | Nursing homes.  |
| Medicare crossover institutional claims | Most providers who submit claims on the UB-04.  |
| Medicare crossover professional claims  | Most providers who submit claims on the 1500 Health Insurance Claim Form.   |
| Outpatient claims                       | Outpatient hospital providers and hospice providers.  |
| Professional claims                     | Ambulance providers, ambulatory surgery centers, anesthesiologist assistants, audiologists, case management providers, certified registered nurse anesthetists, chiropractors, community care organizations, community support programs, crisis intervention providers, day treatment providers, family planning clinics, federally qualified health centers, HealthCheck providers, HealthCheck "Other Services" providers, hearing instrument specialists, home health agencies, independent labs, individual medical supply providers, medical equipment vendors, mental health/substance abuse clinics, nurses in independent practice, nurse practitioners, occupational therapists, opticians, optometrists, personal care agencies, physical therapists, physician assistants, physician clinics, physicians, podiatrists, portable X-ray providers, prenatal care coordination providers, psychologists, rehabilitation agencies, respiratory therapists, rural health clinics, school-based services providers, specialized medical vehicle providers, speech and hearing clinics, speech-language pathologists, therapy groups. |

Topic #4821

## Prior Authorization Number on the Remittance Advice

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

Topic #4418

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

## Address Page

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

## Banner Messages

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

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

## Explanation of Benefits Code Descriptions

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

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

## Financial Transactions Page

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

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

Refunds are payments made to providers for overpayments.

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

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

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

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

| Type of Character and Description               | Applicable Characters and Description |
|---|---------------------------------------|
| Transaction — The first character indicates the | V — Capitation adjustment             |

|   |  |
|---|--|
| type of financial transaction that created the accounts receivable.             | 1 — OBRA Level 1 screening void request<br><br>2 — OBRA Nurse Aide Training/Testing void request |
| Identifier — 10 additional numbers are assigned to complete the Adjustment ICN. | The identifier is used internally by ForwardHealth.  |

## Service Code Descriptions

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

## Summary

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

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

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

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

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

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

Topic #368

## Reading the Claim Adjustments Section of the Remittance Advice

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

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

To adjust a claim, ForwardHealth recoups the *entire amount* of the original paid claim and calculates a new payment amount for

the claim adjustment. ForwardHealth does not recoup the *difference* — or pay the *difference* — between the original claim amount and the claim adjustment amount.

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

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

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

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

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

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

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

Topic #4824

## Reading the Claims Denied Section of the Remittance Advice

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

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

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

| Remittance Advice — Professional Service Claims Denied Sample                         |                |                |                               |        |                      |              |            |      |                  |                             |      |      |      |
|---|----------------|----------------|-------------------------------|--------|----------------------|--------------|------------|------|------------------|-----------------------------|------|------|------|
| REPORT: CRA-HCDN-R  |                |                | FORWARDHEALTH INTERCHANGE     |        |                      |              |            |      | DATE: MM/DD/CCYY |                             |      |      |      |
| RA#: 999999999  |                |                | <Financial Cycle Description> |        |                      |              |            |      | PAGE: 9,999      |                             |      |      |      |
| PAYER: XXXX   |                |                | PROVIDER REMITTANCE ADVICE    |        |                      |              |            |      |                  |                             |      |      |      |
| PROFESSIONAL SERVICE CLAIMS DENIED  |                |                |                               |        |                      |              |            |      |                  |                             |      |      |      |
| XX                  |                |                |                               |        |                      |              |            |      |                  | PAYEE ID 9999999999999999   |      |      |      |
| XX                  |                |                |                               |        |                      |              |            |      |                  | NPI 9999999999              |      |      |      |
| XX                  |                |                |                               |        |                      |              |            |      |                  | CHECK/EFT NUMBER 9999999999 |      |      |      |
| XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX, XX XXXXX-XXXX                                   |                |                |                               |        |                      |              |            |      |                  | PAYMENT DATE MM/DD/CCYY     |      |      |      |
|   |                |                |                               |        |                      |              |            |      |                  |                             |      |      |      |
| --ICN--   | PCN            | MRN            | SERVICE DATES                 |        | BILLED               | OTH INS      | SPENDDOWN  |      |                  |                             |      |      |      |
|   |                |                | FROM                          | TO     | AMOUNT               | AMOUNT       |            |      |                  |                             |      |      |      |
| MEMBER NAME: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX MEMBER NO.: XXXXXXXXXXXXXXXX            |                |                |                               |        |                      |              |            |      |                  |                             |      |      |      |
| RRYYJJJBSSSS  | XXXXXXXXXXXXXX | XXXXXXXXXXXXXX | MMDDYY                        | MMDDYY | 999,999,999.99       | 9,999,999.99 | 999,999.99 |      |                  |                             |      |      |      |
|   |                |                |                               |        |                      |              |            |      |                  |                             |      |      |      |
| HEADER EOB: 9999 9999 9999 9999 9999 9999 9999 9999 9999 9999 9999 9999 9999          |                |                |                               |        |                      |              |            |      |                  |                             |      |      |      |
|   |                |                |                               |        |                      |              |            |      |                  |                             |      |      |      |
| PROC CD   | MODIFIERS      | ALLW UNITS     | SERVICE DATES                 |        | PA NUMBER            | DETAIL EOB   |            |      |                  |                             |      |      |      |
| XXXXX   | XX XX XX XX    | 9999.99        | MMDDYY                        | MMDDYY | XXX XXXXXXXXXXXXXXXX | XXXXXXXXXXXX | 9999       | 9999 | 9999             | 9999                        | 9999 | 9999 | 9999 |
|   |                |                |                               |        | 9,999,999.99         | 9,999,999.99 | 9999       | 9999 | 9999             | 9999                        | 9999 | 9999 | 9999 |
| XXXXX   | XX XX XX XX    | 9999.99        | MMDDYY                        | MMDDYY | XXX XXXXXXXXXXXXXXXX | XXXXXXXXXXXX | 9999       | 9999 | 9999             | 9999                        | 9999 | 9999 | 9999 |
|   |                |                |                               |        | 9,999,999.99         | 9,999,999.99 | 9999       | 9999 | 9999             | 9999                        | 9999 | 9999 | 9999 |
| XXXXX   | XX XX XX XX    | 9999.99        | MMDDYY                        | MMDDYY | XXX XXXXXXXXXXXXXXXX | XXXXXXXXXXXX | 9999       | 9999 | 9999             | 9999                        | 9999 | 9999 | 9999 |
|   |                |                |                               |        | 9,999,999.99         | 9,999,999.99 | 9999       | 9999 | 9999             | 9999                        | 9999 | 9999 | 9999 |
| XXXXX   | XX XX XX XX    | 9999.99        | MMDDYY                        | MMDDYY | XXX XXXXXXXXXXXXXXXX | XXXXXXXXXXXX | 9999       | 9999 | 9999             | 9999                        | 9999 | 9999 | 9999 |
|   |                |                |                               |        | 9,999,999.99         | 9,999,999.99 | 9999       | 9999 | 9999             | 9999                        | 9999 | 9999 | 9999 |
|   |                |                |                               |        |                      |              |            |      |                  |                             |      |      |      |
| TOTAL PROFESSIONAL SERVICE CLAIMS DENIED: 9,999,999,999.99 99,999,999.99 9,999,999.99 |                |                |                               |        |                      |              |            |      |                  |                             |      |      |      |
| TOTAL NO. DENIED: 999,999   |                |                |                               |        |                      |              |            |      |                  |                             |      |      |      |

Topic #4825

## Reading the Claims Paid Section of the Remittance Advice

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

In a paid claims section, providers will see the original claim information reported along with EOB (Explanation of Benefits) codes for both the header and the detail lines, if applicable. Providers should refer to the EOB Code Description section of the RA for more information about how the reimbursement amount was determined.





programs).

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

A separate Portal account is required for each financial payer.

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

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

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

Topic #6237

## Reporting a Lost Check

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

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

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

ForwardHealth  
Financial Services  
313 Blettner Blvd  
Madison WI 53784

Topic #5018

## Searching for and Viewing All Claims on the Portal

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

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

- Go to the Portal.

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

Topic #4829

## Sections of the Remittance Advice

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

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

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

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

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

## Remittance Advice Header Information

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

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

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

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

The following information is in the middle of the header:

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

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

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

Topic #544

## Verifying Accuracy of Claims Processing

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

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

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

## Responsibilities

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Topic #516

### Accuracy of Claims

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

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

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

Topic #366

### Copayment Amounts

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

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

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

Topic #547

### Submission Deadline

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

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

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

### Claims

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

### Crossover Claims

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

## Exceptions to the Submission Deadline

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

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

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

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

Topic #517

## Usual and Customary Charges

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

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

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

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

## Submission

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Topic #17797

# 1500 Health Insurance Claim Form Completion Instructions

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

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

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

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

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

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

ForwardHealth  
Claims and Adjustments  
313 Blettner Blvd  
Madison WI 53784

### Item Number 6 — Patient Relationship to Insured

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

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

This field is not required on the claim.

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

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

This field is not required on the claim.

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

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

This field is not required on the claim.

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

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

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

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

This field is not required on the claim.

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

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

This field is not used for processing by ForwardHealth.

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

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

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

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

This field is not used for processing by ForwardHealth.

**Section 24**

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

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

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

For additional information about submitting a 1500 Health Insurance Claim Form with supplemental NDC information, refer to the completion instructions located under "Section 24" in the Field Specific Instructions section of the NUCC's 1500 Health Insurance Claim Form Reference Instruction Manual for Form Version 02/12.



**Item Number 24C — EMG**

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

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

This field is not required on the claim.

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

Topic #10677

## Advanced Imaging Services

Claims for advanced imaging services should be submitted to ForwardHealth using normal procedures and claim completion instructions. When PA (prior authorization) is required, providers should always wait two full business days from the date on which [MedSolutions](#) approved the PA request before submitting a claim for an advanced imaging service that requires PA. This will ensure that ForwardHealth has the PA on file when the claim is received.

### Submitting Claims for Situations Exempt from the Prior Authorization Requirement

In the following situations, PA is not required for advanced imaging services:

- The service is provided during a member's inpatient hospital stay.
- The service is provided when a member is in observation status at a hospital.
- The service is provided as part of an emergency room visit.
- The service is provided as an emergency service.
- The ordering provider is exempt from the PA requirement.

### Service Provided During an Inpatient Stay

Advanced imaging services provided during a member's inpatient hospital stay are exempt from PA requirements.

Institutional claims for advanced imaging services provided during a member's inpatient hospital stay are automatically exempt from PA requirements. Providers submitting a professional claim for advanced imaging services provided during a member's inpatient hospital stay should indicate POS (place of service) code 21 (Inpatient Hospital) on the claim.

### Service Provided for Observation Status

Advanced imaging services provided when a member is in observation status at a hospital are exempt from PA requirements.

Providers using a paper institutional claim form should include modifier UA in Form Locator 44 (HCPCS (Healthcare Common Procedure Coding System)/Rate/HIPPS Code) with the procedure code for the advanced imaging service. To indicate a modifier on an institutional claim, enter the appropriate five-digit procedure code in Form Locator 44, followed by the two-digit modifier. Providers submitting claims electronically using the 837I (837 Health Care Claim: Institutional) should refer to the appropriate companion guide for instructions on including a modifier.

Providers using a professional claim form should indicate modifier UA with the advanced imaging procedure code.

## Service Provided as Part of Emergency Room Visit

Advanced imaging services provided as part of an emergency room visit are exempt from the PA requirements.

Providers using an institutional claim form should include modifier UA in Form Locator 44 with the procedure code for the advanced imaging service. Providers submitting claims electronically using the 837I should refer to the appropriate companion guide for instructions on including a modifier.

Providers using a professional claim form should indicate POS code 23 (Emergency Room — Hospital) on the claim.

## Service Provided as Emergency Service

Advanced imaging services provided as emergency services are exempt from the PA requirements.

Providers using an institutional claim form should include modifier UA in Form Locator 44 with the procedure code for the advanced imaging service. Providers submitting claims electronically using the 837I should refer to the appropriate companion guide for instructions on including a modifier.

Providers using a professional claim form should submit a claim with an emergency indicator.

## Ordering Provider Is Exempt from Prior Authorization Requirement

Health systems, groups, and individual providers (requesting providers) that order CT (computed tomography) and MR (magnetic resonance) imaging services and have implemented advanced imaging decision support tools may [request an exemption from PA requirements](#) for these services from ForwardHealth. Upon approval, ForwardHealth will recognize the requesting provider's advanced imaging decision support tool (e.g., ACR Select, Medicalis) as an alternative to current PA requirements for CT and MR imaging services. Requesting providers with an approved tool will not be required to obtain PA through MedSolutions for these services when ordered for Medicaid and BadgerCare Plus fee-for-service members.

Providers rendering advanced imaging services for an ordering provider who is exempt from PA requirements are required to include modifier Q4 (Service for ordering/referring physician qualifies as a service exemption) on the claim detail for the CT or MR imaging service. This modifier, which may be used in addition to the TC (Technical component) or 26 (Professional component) modifiers on advanced imaging claims, indicates to ForwardHealth that the referring provider is exempt from PA requirements for these services.

Topic #825

## American Dental Association 2006 Claim Form Completion Instructions

A [sample ADA \(American Dental Association\) 2006 claim form](#) is available for dental services.

Use the following claim form completion instructions, not the claim form's printed descriptions, to avoid denial or inaccurate claim payment. Complete all required elements as appropriate. Be advised that every code used, even if it is entered in a non-required element, is required to be a valid code. Do not include attachments unless instructed to do so.

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

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

Submit completed single-page paper claims to the following address:

ForwardHealth  
Claims and Adjustments  
313 Blettner Blvd  
Madison WI 53784

Submit completed multiple-page paper claims to the following address:

ForwardHealth  
Multiple-Page Dental Claims  
Ste 22  
313 Blettner Blvd  
Madison WI 53784

## **HEADER INFORMATION**

**Element 1 — Type of Transaction (not required)**

**Element 2 — Predetermination/Preauthorization Number (not required)**

## **INSURANCE COMPANY/DENTAL BENEFIT PLAN INFORMATION**

**Element 3 — Company/Plan Name, Address, City, State, Zip Code (not required)**

## **OTHER COVERAGE**

**Element 4 — Other Dental or Medical Coverage (not required)**

**Element 5 — Name of Policyholder/Subscriber in #4 (Last, First, Middle Initial, Suffix) (not required)**

**Element 6 — Date of Birth (MM/DD/CCYY) (not required)**

**Element 7 — Gender (not required)**

**Element 8 — Policyholder/Subscriber ID (SSN or ID#) (not required)**

**Element 9 — Plan/Group Number (not required)**

**Element 10 — Patient's Relationship to Person Named in #5 (not required)**

**Element 11 — Other Insurance Company/Dental Benefit Plan Name, Address, City, State, Zip Code**

Except for a few instances, ForwardHealth is the payer of last resort for any services covered by ForwardHealth. This means the provider is required to make a reasonable effort to exhaust all existing commercial health insurance sources before billing ForwardHealth unless the service is not covered by commercial health insurance. Element 11 identifies Medicare and commercial health insurance and whether the member has commercial health insurance coverage, Medicare coverage, or both.

There are specific instructions for each coverage type. Providers should use the following guidelines for this element depending on the member's coverage:

- Members with commercial health or dental insurance coverage.
- Members with Medicare coverage.
- Members with both Medicare and commercial health or dental insurance coverage.

### ***Members with commercial health or dental insurance coverage***

Commercial health or dental insurance coverage must be billed prior to submitting claims to ForwardHealth, unless the service does not require commercial health insurance billing as determined by ForwardHealth. Commercial health insurance coverage is indicated by Wisconsin's EVS (Enrollment Verification System) under "Other Commercial Health Insurance." ForwardHealth has defined a set of ["other insurance" indicators](#). Additionally, ForwardHealth has identified specific CDT (Current Dental Terminology) codes must be billed to other insurance sources prior to being billed to ForwardHealth.

*Note:* When commercial health or dental insurance paid only for some services and denied payment for the others (or applied a payment to the member's coinsurance or deductible), ForwardHealth recommends that providers submit two separate claims. To maximize reimbursement, one claim should be submitted for the partially paid services and another claim should be submitted for the services that were denied.

The following table indicates appropriate other insurance codes for use in Element 11:

| Code        | Description  |
|-------------|--|
| <b>OI-P</b> | PAID in part or in full by commercial health or dental insurance or commercial HMO. In Element 32 of this claim form, indicate the amount paid by commercial health insurance to the provider or to the insured.   |
| <b>OI-D</b> | Use OI-D for dental claims in either of the following situations: <ul style="list-style-type: none"> <li>• DENIED by commercial health or dental insurance or commercial HMO following submission of a correct and complete claim, or payment was applied towards the coinsurance and deductible.</li> <li>• YES, the member has commercial health or dental insurance or commercial HMO coverage, but it was not billed for reasons including, but not limited to, the following: <ul style="list-style-type: none"> <li>◦ The member denied coverage or will not cooperate.</li> <li>◦ The provider knows the service in question is not covered by the carrier.</li> <li>◦ The member's commercial health or dental insurance failed to respond to initial and follow-up claims.</li> <li>◦ Benefits are not assignable or cannot get assignment.</li> <li>◦ Benefits are exhausted.</li> </ul> </li> </ul> |
| <b>None</b> | Providers may leave this element blank if none of the CDT procedure codes on the claim are listed as an allowable other insurance indicator or if the other insurance is vision only.  |

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

### ***Members with Medicare coverage***

Submit claims to Medicare before submitting claims to ForwardHealth.

Do not enter a Medicare disclaimer code in Element 11 when one or more of the following statements is true:

- Medicare never covers the procedure in any circumstance.
- ForwardHealth indicates the member does *not* have any Medicare coverage, including a Medicare Advantage Plan, for the service provided. For example, the service is covered by Medicare Part A, but the member does not have Medicare Part A.
- ForwardHealth indicates that the provider is not Medicare enrolled.
- Medicare has allowed the charges. In this case, attach the EOMB (Explanation of Medicare Benefits), but do not indicate

on the claim form the amount Medicare paid.

If none of the previous statements is true, a Medicare disclaimer code is necessary. The following table indicates appropriate Medicare disclaimer codes for use in Element 11 when billing Medicare prior to billing ForwardHealth.

| Code       | Description   |
|------------|---|
| <b>M-7</b> | <p><b>Medicare disallowed or denied payment.</b> This code applies when Medicare denies the claim for reasons related to policy (not billing errors), or the member's lifetime benefit, spell of illness, or yearly allotment of available benefits is exhausted.</p> <p><i>For Medicare Part A, use M-7 in the following instances (all three criteria must be met):</i></p> <ul style="list-style-type: none"> <li>• The provider is identified in ForwardHealth files as enrolled in Medicare Part A.</li> <li>• The member is eligible for Medicare Part A.</li> <li>• The service is covered by Medicare Part A but is denied by Medicare Part A due to frequency limitations, diagnosis restrictions, or exhausted benefits.</li> </ul> <p><i>For Medicare Part B, use M-7 in the following instances (all three criteria must be met):</i></p> <ul style="list-style-type: none"> <li>• The provider is identified in ForwardHealth files as enrolled in Medicare Part B.</li> <li>• The member is eligible for Medicare Part B.</li> <li>• The service is covered by Medicare Part B but is denied by Medicare Part B due to frequency limitations, diagnosis restrictions, or exhausted benefits.</li> </ul> |
| <b>M-8</b> | <p><b>Noncovered Medicare service.</b> This code may be used when Medicare was not billed because the service is not covered in this circumstance.</p> <p><i>For Medicare Part A, use M-8 in the following instances (all three criteria must be met):</i></p> <ul style="list-style-type: none"> <li>• The provider is identified in ForwardHealth files as enrolled in Medicare Part A.</li> <li>• The member is eligible for Medicare Part A.</li> <li>• The service is usually covered by Medicare Part A but not in this circumstance (e.g., member's diagnosis).</li> </ul> <p><i>For Medicare Part B, use M-8 in the following instances (all three criteria must be met):</i></p> <ul style="list-style-type: none"> <li>• The provider is identified in ForwardHealth files as enrolled in Medicare Part B.</li> <li>• The member is eligible for Medicare Part B.</li> <li>• The service is usually covered by Medicare Part B but not in this circumstance (e.g., member's diagnosis).</li> </ul>  |

***Members with both Medicare and commercial health or dental insurance coverage***

Use both a Medicare disclaimer code ("M-7" or "M-8") and an other insurance explanation code (e.g., "OI-P") when applicable.

**POLICYHOLDER/SUBSCRIBER INFORMATION**

**Element 12 — Policyholder/Subscriber Name (Last, First, Middle Initial, Suffix), Address, City, State, Zip Code**

Enter the member's last name, first name, and middle initial. Use the EVS to obtain the correct spelling of the member's name. If the name or spelling of the name on the ForwardHealth card and the EVS do not match, use the spelling from the EVS. The member's address, city, state, and ZIP code are not required.

**Element 13 — Date of Birth**

Enter the member's birth date in MM/DD/CCYY format.

**Element 14 — Gender (not required)****Element 15 — Policyholder/Subscriber ID (SSN or ID#)**

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

**Element 16 — Plan/Group Number (not required)****Element 17 — Employer Name (not required)****PATIENT INFORMATION****Element 18 — Relationship to Policyholder/Subscriber in #12 Above (not required)****Element 19 — Student Status (not required)****Element 20 — Name (Last, First, Middle Initial, Suffix), Address, City, State, Zip Code (not required)****Element 21 — Date of Birth (MM/DD/CCYY) (not required)****Element 22 — Gender (not required)****Element 23 — Patient ID/Account # (Assigned by Dentist) (not required)****RECORD OF SERVICES PROVIDED****Element 24 — Procedure Date (MM/DD/CCYY)**

Enter the DOS (dates of service) in MM/DD/CCYY format for each detail.

**Element 25 — Area of Oral Cavity**

If the procedure applies to gingivectomy, perio scaling, repair of dentures or partials, alveoplasty, or fixed bilateral space maintenance, the area of the oral cavity is entered here.

**Element 26 — Tooth System (not required)****Element 27 — Tooth Number(s) or Letter(s)**

If the procedure applies to only one tooth, the tooth number or tooth letter is entered here.

**Element 28 — Tooth Surface**

Enter the tooth surface(s) restored for each restoration.

**Element 29 — Procedure Code**

Enter the appropriate procedure code for each dental service provided.

**Element 30 — Description**

Write a brief description of each procedure.

**Element 31 — Fee**

Enter the usual and customary charge for each detail line of service.

**Element 32 — Other Fee(s) (required for other insurance information, if applicable)**

Enter the actual amount paid by commercial health or dental insurance. (If the dollar amount indicated in Element 32 is greater than zero, "OI-P" must be indicated in Element 11.) Do not include the copayment amount. *If the commercial health or dental*

*insurance plan paid on only some services, those partially paid services should be submitted on a separate claim from the unpaid services to maximize reimbursement.* This allows ForwardHealth to appropriately credit the payments. If the commercial health or dental insurance denied the claim, enter "000." Do *not* enter Medicare-paid amounts in this field.

**Element 33 — Total Fee**

Enter the total of all detail charges. Do not subtract other insurance payments.

**MISSING TEETH INFORMATION**

**Element 34 — Permanent and Primary (Place an "X" on each missing tooth) (not required)**

**Element 35 — Remarks (required, if applicable)**

List any unusual services, including reasons why limitations were exceeded. Providers should enter the word "Emergency" in this element for an emergency service.

**AUTHORIZATIONS**

**Element 36 — Patient/Guardian Signature and Date (not required)**

**Element 37 — Subscriber Signature and Date (not required)**

**ANCILLARY CLAIM/TREATMENT INFORMATION**

**Element 38 — Place of Treatment (Check applicable box)**

Check the appropriate box.

**Element 39 — Number of Enclosures (00 to 99) (not required)**

**Element 40 — Is Treatment for Orthodontics? (not required)**

**Element 41 — Date Appliance Placed (MM/DD/CCYY) (not required)**

**Element 42 — Months of Treatment Remaining (not required)**

**Element 43 — Replacement of Prosthesis? (not required)**

**Element 44 — Date Prior Placement (MM/DD/CCYY) (not required)**

**Element 45 — Treatment Resulting from (Check applicable box) (required, if applicable)**

Check the appropriate box if the dental services were the result of an occupational illness/injury, auto accident, or other accident.

**Element 46 — Date of Accident (MM/DD/CCYY) (required, if applicable)**

If a box was checked in Element 45, enter the date the accident happened.

**Element 47 — Auto Accident State (required, if applicable)**

Enter the state where the auto accident occurred.

**BILLING DENTIST OR DENTAL ENTITY**

**Element 48 — Name, Address, City, State, Zip Code**

Enter the name of the provider submitting the claim and the complete mailing address. The minimum requirement is the provider's name, street, city, state, and ZIP+4 code. If the billing provider is a group or clinic, enter the group or clinic name in this element. The name in Element 48 must correspond with the NPI (National Provider Identifier) in Element 49.

**Element 49 — National Provider Identifier**

Enter the NPI of the billing provider. The NPI in this element must correspond with the provider name indicated in Element 48.

**Element 50 — License Number (not required)****Element 51 — SSN or TIN (not required)****Element 52 — Phone Number (not required)****Element 52A — Additional Provider ID**

Enter the billing provider's 10-digit taxonomy code. The taxonomy code in this element must correspond with the NPI indicated in Element 49.

**TREATING DENTIST AND TREATMENT LOCATION INFORMATION****Element 53 — Dentist's Signature and Date**

The provider or the authorized representative must sign in Element 53. The month, day, and year the form is signed must also be entered in MM/DD/CCYY format.

*Note:* The signature may be a computer-printed or typed name and date or a signature stamp with a date. However, claims with "signature on file" stamps are denied.

**Element 54 — NPI (required, if applicable)**

If the treating provider's NPI is different than the billing provider NPI in Element 49, enter the treating provider's NPI in this element.

**Element 55 — License Number (not required)****Element 56 — Address, City, State, Zip Code (not required)****Element 56A — Provider Specialty Code (required, if applicable)**

Enter the treating provider's 10-digit taxonomy code. The taxonomy code in this element must correspond with the NPI indicated in Element 54.

**Element 57 — Phone Number (not required)****Element 58 — Additional Provider ID (not required)**





Topic #15357

# American Dental Association 2012 Claim Form Completion Instructions

A [sample ADA \(American Dental Association\) 2012 claim form](#) is available for dental services.

Use the following claim form completion instructions, not the claim form's printed descriptions, to avoid denial or inaccurate claim payment. Complete all required elements as appropriate. Be advised that every code used, even if it is entered in a non-required element, is required to be a valid code. Do not include attachments unless instructed to do so.

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

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

Submit completed single-page paper claims to the following address:

ForwardHealth  
Claims and Adjustments  
313 Blettner Blvd  
Madison WI 53784

Submit completed multiple-page paper claims to the following address:

ForwardHealth  
Multiple-Page Dental Claims  
Ste 22  
313 Blettner Blvd  
Madison WI 53784

## HEADER INFORMATION

**Element 1 — Type of Transaction (not required)**

**Element 2 — Predetermination/Preauthorization Number (not required)**

## INSURANCE COMPANY/DENTAL BENEFIT PLAN INFORMATION

**Element 3 — Company/Plan Name, Address, City, State, Zip Code (not required)**

## OTHER COVERAGE

**Element 4 — Dental? Medical? (not required)**

**Element 5 — Name of Policyholder/Subscriber in #4 (Last, First, Middle Initial, Suffix) (not required)**

**Element 6 — Date of Birth (MM/DD/CCYY) (not required)****Element 7 — Gender (not required)****Element 8 — Policyholder/Subscriber ID (SSN or ID#) (not required)****Element 9 — Plan/Group Number (not required)****Element 10 — Patient's Relationship to Person Named in #5 (not required)****Element 11 — Other Insurance Company/Dental Benefit Plan Name, Address, City, State, Zip Code**

Except for a few instances, ForwardHealth is the payer of last resort for any services covered by ForwardHealth. This means the provider is required to make a reasonable effort to exhaust all existing commercial health insurance sources before billing ForwardHealth unless the service is not covered by commercial health insurance. Element 11 identifies Medicare and commercial health insurance and whether the member has commercial health insurance coverage, Medicare coverage, or both.

There are specific instructions for each coverage type. Providers should use the following guidelines for this element depending on the member's coverage:

- Members with commercial health or dental insurance coverage.
- Members with Medicare coverage.
- Members with both Medicare and commercial health or dental insurance coverage.

***Members with commercial health or dental insurance coverage***

Commercial health or dental insurance coverage must be billed prior to submitting claims to ForwardHealth, unless the service does not require commercial health insurance billing as determined by ForwardHealth. Commercial health insurance coverage is indicated by Wisconsin's EVS (Enrollment Verification System) under "Other Commercial Health Insurance." ForwardHealth has defined a set of ["other insurance" indicators](#). Additionally, ForwardHealth has identified specific CDT (Current Dental Terminology) codes must be billed to other insurance sources prior to being billed to ForwardHealth.

*Note:* When commercial health or dental insurance paid only for some services and denied payment for the others (or applied a payment to the member's coinsurance or deductible), ForwardHealth recommends that providers submit two separate claims. To maximize reimbursement, one claim should be submitted for the partially paid services and another claim should be submitted for the services that were denied.

The following table indicates appropriate other insurance codes for use in Element 11:

| Code        | Description  |
|-------------|--|
| <b>OI-P</b> | PAID in part or in full by commercial health or dental insurance or commercial HMO. In Element 31a of this claim form, indicate the amount paid by commercial health insurance to the provider or to the insured.  |
| <b>OI-D</b> | Use OI-D for dental claims in either of the following situations: <ul style="list-style-type: none"> <li>• DENIED by commercial health or dental insurance or commercial HMO following submission of a correct and complete claim, or payment was applied towards the coinsurance and deductible.</li> <li>• YES, the member has commercial health or dental insurance or commercial HMO coverage, but it was not billed for reasons including, but not limited to, the following:               <ul style="list-style-type: none"> <li>◦ The member denied coverage or will not cooperate.</li> <li>◦ The provider knows the service in question is not covered by the carrier.</li> <li>◦ The member's commercial health or dental insurance failed to respond to initial and follow-up claims.</li> <li>◦ Benefits are not assignable or cannot get assignment.</li> <li>◦ Benefits are exhausted.</li> </ul> </li> </ul> |

|             |   |
|-------------|---|
| <b>None</b> | Providers may leave this element blank if none of the CDT procedure codes on the claim are listed as an allowable other insurance indicator or if the other insurance is vision only. |
|-------------|---|

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

### ***Members with Medicare coverage***

Submit claims to Medicare before submitting claims to ForwardHealth.

Do not enter a Medicare disclaimer code in Element 11 when one or more of the following statements is true:

- Medicare never covers the procedure in any circumstance.
- ForwardHealth indicates the member does *not* have any Medicare coverage, including a Medicare Advantage Plan, for the service provided. For example, the service is covered by Medicare Part A, but the member does not have Medicare Part A.
- ForwardHealth indicates that the provider is not Medicare enrolled.
- Medicare has allowed the charges. In this case, attach the EOMB (Explanation of Medicare Benefits), but do not indicate on the claim form the amount Medicare paid.

If none of the previous statements is true, a Medicare disclaimer code is necessary. The following table indicates appropriate Medicare disclaimer codes for use in Element 11 when billing Medicare prior to billing ForwardHealth.

| <b>Code</b> | <b>Description</b>  |
|-------------|---|
| <b>M-7</b>  | <p><b>Medicare disallowed or denied payment.</b> This code applies when Medicare denies the claim for reasons related to policy (not billing errors), or the member's lifetime benefit, spell of illness, or yearly allotment of available benefits is exhausted.</p> <p><i>For Medicare Part A, use M-7 in the following instances (all three criteria must be met):</i></p> <ul style="list-style-type: none"> <li>• The provider is identified in ForwardHealth files as enrolled in Medicare Part A.</li> <li>• The member is eligible for Medicare Part A.</li> <li>• The service is covered by Medicare Part A but is denied by Medicare Part A due to frequency limitations, diagnosis restrictions, or exhausted benefits.</li> </ul> <p><i>For Medicare Part B, use M-7 in the following instances (all three criteria must be met):</i></p> <ul style="list-style-type: none"> <li>• The provider is identified in ForwardHealth files as enrolled in Medicare Part B.</li> <li>• The member is eligible for Medicare Part B.</li> <li>• The service is covered by Medicare Part B but is denied by Medicare Part B due to frequency limitations, diagnosis restrictions, or exhausted benefits.</li> </ul> |
| <b>M-8</b>  | <p><b>Noncovered Medicare service.</b> This code may be used when Medicare was not billed because the service is not covered in this circumstance.</p> <p><i>For Medicare Part A, use M-8 in the following instances (all three criteria must be met):</i></p> <ul style="list-style-type: none"> <li>• The provider is identified in ForwardHealth files as enrolled in Medicare Part A.</li> <li>• The member is eligible for Medicare Part A.</li> <li>• The service is usually covered by Medicare Part A but not in this circumstance (e.g., member's diagnosis).</li> </ul>   |

*For Medicare Part B, use M-8 in the following instances (all three criteria must be met):*

- The provider is identified in ForwardHealth files as enrolled in Medicare Part B.
- The member is eligible for Medicare Part B.
- The service is usually covered by Medicare Part B but not in this circumstance (e.g., member's diagnosis).

***Members with both Medicare and commercial health or dental insurance coverage***

Use both a Medicare disclaimer code ("M-7" or "M-8") and an other insurance explanation code (e.g., "OI-P") when applicable.

**POLICYHOLDER/SUBSCRIBER INFORMATION**

**Element 12 — Policyholder/Subscriber Name (Last, First, Middle Initial, Suffix), Address, City, State, Zip Code**

Enter the member's last name, first name, and middle initial. Use the EVS to obtain the correct spelling of the member's name. If the name or spelling of the name on the ForwardHealth card and the EVS do not match, use the spelling from the EVS. The member's address, city, state, and ZIP code are not required.

**Element 13 — Date of Birth (MM/DD/CCYY)**

Enter the member's birth date in MM/DD/CCYY format.

**Element 14 — Gender (not required)**

**Element 15 — Policyholder/Subscriber ID (SSN or ID#)**

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

**Element 16 — Plan/Group Number (not required)**

**Element 17 — Employer Name (not required)**

**PATIENT INFORMATION**

**Element 18 — Relationship to Policyholder/Subscriber in #12 Above (not required)**

**Element 19 — Reserved For Future Use (not required)**

**Element 20 — Name (Last, First, Middle Initial, Suffix), Address, City, State, Zip Code (not required)**

**Element 21 — Date of Birth (MM/DD/CCYY) (not required)**

**Element 22 — Gender (not required)**

**Element 23 — Patient ID/Account # (Assigned by Dentist) (not required)**

**RECORD OF SERVICES PROVIDED**

**Element 24 — Procedure Date (MM/DD/CCYY)**

Enter the DOS (dates of service) in MM/DD/CCYY format for each detail.

**Element 25 — Area of Oral Cavity**

If the procedure applies to gingivectomy, perio scaling, repair of dentures or partials, alveoplasty, or fixed bilateral space maintenance, the area of the oral cavity is entered here.

**Element 26 — Tooth System (not required)****Element 27 — Tooth Number(s) or Letter(s)**

If the procedure applies to only one tooth, the tooth number or tooth letter is entered here.

**Element 28 — Tooth Surface**

Enter the tooth surface(s) restored for each restoration.

**Element 29 — Procedure Code**

Enter the appropriate procedure code for each dental service provided.

**Element 29a — Diag. Pointer (not required)****Element 29b — Qty. (not required)****Element 30 — Description**

Write a brief description of each procedure.

**Element 31 — Fee**

Enter the usual and customary charge for each detail line of service.

**Element 31a — Other Fee(s) (required for other insurance information, if applicable)**

Enter the actual amount paid by commercial health or dental insurance. (If the dollar amount indicated in Element 31a is greater than zero, "OI-P" must be indicated in Element 11.) Do not include the copayment amount. *If the commercial health or dental insurance plan paid on only some services, those partially paid services should be submitted on a separate claim from the unpaid services to maximize reimbursement.* This allows ForwardHealth to appropriately credit the payments. If the commercial health or dental insurance denied the claim, enter "000." Do *not* enter Medicare-paid amounts in this field.

**Element 32 — Total Fee**

Enter the total of all detail charges. Do not subtract other insurance payments.

**Element 33 — Missing Teeth Information (Place an "X" on each missing tooth.) (not required)****Element 34 — Diagnosis Code List Qualifier (not required)****Element 34a — Diagnosis Code(s) (not required)****Element 35 — Remarks (required, if applicable)**

List any unusual services, including reasons why limitations were exceeded. Providers should enter the word "Emergency" in this element for an emergency service.

**AUTHORIZATIONS****Element 36 — Patient/Guardian Signature and Date (not required)****Element 37 — Subscriber Signature and Date (not required)****ANCILLARY CLAIM/TREATMENT INFORMATION****Element 38 — Place of Treatment**

Enter the 2-digit POS (place of service) code. ForwardHealth has established [allowable POS codes](#) for dental services.

Frequently used codes include the following: 11=Office; 19=Off Campus — Outpatient Hospital; 21=Inpatient Hospital; 22=On Campus — Outpatient Hospital; 31=Skilled Nursing Facility; 32=Nursing Facility.

**Element 39 — Enclosures (Y or N) (not required)**

**Element 40 — Is Treatment for Orthodontics? (not required)**

**Element 41 — Date Appliance Placed (MM/DD/CCYY) (not required)**

**Element 42 — Months of Treatment Remaining (not required)**

**Element 43 — Replacement of Prosthesis (not required)**

**Element 44 — Date of Prior Placement (MM/DD/CCYY) (not required)**

**Element 45 — Treatment Resulting from (required, if applicable)**

Check the appropriate box if the dental services were the result of an occupational illness/injury, auto accident, or other accident.

**Element 46 — Date of Accident (MM/DD/CCYY) (required, if applicable)**

If a box was checked in Element 45, enter the date the accident happened.

**Element 47 — Auto Accident State (required, if applicable)**

Enter the state where the auto accident occurred.

## **BILLING DENTIST OR DENTAL ENTITY**

**Element 48 — Name, Address, City, State, Zip Code**

Enter the name of the provider submitting the claim and the complete mailing address. The minimum requirement is the provider's name, street, city, state, and ZIP+4 code. If the billing provider is a group or clinic, enter the group or clinic name in this element. The name in Element 48 must correspond with the NPI (National Provider Identifier) in Element 49.

**Element 49 — NPI**

Enter the NPI of the billing provider. The NPI in this element must correspond with the provider name indicated in Element 48.

**Element 50 — License Number (not required)**

**Element 51 — SSN or TIN (not required)**

**Element 52 — Phone Number (not required)**

**Element 52a — Additional Provider ID**

Enter the billing provider's 10-digit taxonomy code. The taxonomy code in this element must correspond with the NPI indicated in Element 49.

## **TREATING DENTIST AND TREATMENT LOCATION INFORMATION**

**Element 53 — Dentist's Signature and Date**

The provider or the authorized representative must sign in Element 53. The month, day, and year the form is signed must also be entered in MM/DD/CCYY format.

*Note:* The signature may be a computer-printed or typed name and date or a signature stamp with a date. However, claims with "signature on file" stamps are denied.

**Element 54 — NPI (required, if applicable)**

If the treating provider's NPI is different than the billing provider NPI in Element 49, enter the treating provider's NPI in this element.

**Element 55 — License Number (not required)**

**Element 56 — Address, City, State, Zip Code (not required)**

**Element 56a — Provider Specialty Code (required, if applicable)**

Enter the treating provider's 10-digit taxonomy code. The taxonomy code in this element must correspond with the NPI indicated in Element 54.

**Element 57 — Phone Number (not required)**

**Element 58 — Additional Provider ID (not required)**



Topic #542

## Attached Documentation

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

Topic #15637

## Claims for Urgent or Emergency Dental Services

All claims for urgent or emergency dental services, whether submitted on paper or electronically, must include the appropriate emergency indicator. Dentists submitting claims on paper using the ADA (American Dental Association) 2006 claim form or the ADA 2012 claim form should indicate "emergency" in Element 35 of the form. Refer to the [American Dental Association 2006 Claim Form Completion Instructions](#) or the [American Dental Association 2012 Claim Form Completion Instructions](#) for more information on completing these forms.

In addition to the emergency indicator, the emergency situation or the state of emergency must also be sufficiently documented on the claim.

### Reimbursement

Claims for urgent or emergency dental services will only be reimbursed for DOS (dates of service) that the dentist is enrolled in Wisconsin Medicaid. Dentists who fully enroll in Wisconsin Medicaid remain enrolled until it is time for them to revalidate their enrollment. However, dentists who enroll as an in-state emergency provider are only enrolled for the date on which they provide the urgent or emergency service. Each time the dentist provides urgent or emergency services to a BadgerCare Plus or Medicaid member, the dentist is required to re-enroll as an in-state emergency provider for that DOS in order to be reimbursed.

Topic #6957

## Copy Claims on the ForwardHealth Portal

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

Topic #5017

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

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



detail.

Topic #4997

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

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

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

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

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

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

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

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

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

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

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

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

- Diagnosis codes.
- NDCs (National Drug Codes).

- Place of service codes.
- Professional service codes.
- Reason for service codes.
- Result of service codes.

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

Topic #15957

## Documenting and Billing the Appropriate National Drug Code

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

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

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

Topic #344

## Electronic Claim Submission

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

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

Topic #2684

## Dental Services

Electronic claims for dental services must be submitted using the 837D (837 Health Care Claim: Dental) transaction. Electronic claims for dental services submitted using any transaction other than the 837D will be denied.

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

## Oral Surgery CPT Codes

Electronic claims from oral surgeons who opt to submit claims with CPT (Current Procedural Terminology) codes are required to be submitted using the 837P (837 Health Care Claim: Professional) transaction. ForwardHealth denies electronic claims for oral

surgery services performed by oral surgeons who opt to use CPT codes using any transaction other than the 837P.

Oral surgeons who choose this billing option should use the companion guide for the 837P transaction when submitting these claims.

## Provider Electronic Solutions Software

The DHCAA (Division of Health Care Access and Accountability) offers electronic billing software at no cost to the provider. The PES (Provider Electronic Solutions) software allows providers to submit electronic claims using the 837 transaction. To obtain PES software, providers may download it from the [ForwardHealth Portal](#). For assistance installing and using PES software, providers may call the [EDI \(Electronic Data Interchange\) Helpdesk](#).

Topic #16937

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

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

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

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

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

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

Topic #365

## Extraordinary Claims

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

Topic #4837

## HIPAA-Compliant Data Requirements

### Procedure Codes

All fields submitted on paper and electronic claims are edited to ensure HIPAA (Health Insurance Portability and Accountability Act of 1996) compliance before being processed. Compliant code sets include CPT (Current Procedural Terminology) and HCPCS (Healthcare Common Procedure Coding System) procedure codes entered into all fields, including those fields that are "Not Required" or "Optional."

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

## Provider Numbers

For health care providers, NPIs (National Provider Identifiers) are required in all provider number fields on paper claims and 837 (837 Health Care Claim) transactions, including rendering, billing, referring, prescribing, attending, and "Other" provider fields.

Non-healthcare providers, including personal care providers, SMV (specialized medical vehicle) providers, blood banks, and CCOs (community care organizations) should enter valid provider numbers into fields that require a provider number.

Topic #562

## Managed Care Organizations

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

Topic #10837

## Note Field for Most Claims Submitted Electronically

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

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

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

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

- Professional.
- Institutional.
- Dental.

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

## Claims Submitted via 837 Health Care Claim Transactions

ForwardHealth accepts and utilizes information submitted by providers about NOC procedure codes in certain loops/segments on

the 837 (837 Health Care Claim) transactions. Refer to the [companion guides](#) for more information.

Topic #561

# Paper Claim Form Preparation and Data Alignment Requirements

## Optical Character Recognition

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

The data alignment requirements do not apply to the [Compound Drug Claim \(F-13073 \(07/12\)\)](#) and the [Noncompound Drug Claim \(F-13072 \(07/12\)\)](#).

## Speed and Accuracy of Claims Processing

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

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

## Handwritten Claims

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

## Use Original Claim Forms

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

## Use Laser or Ink Jet Printers

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

## Alignment

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

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

The following sample claim forms demonstrate correct and incorrect alignment:

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

## Clarity

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

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

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

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

## Staples, Correction Liquid, and Correction Tape

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

## Additional Diagnosis Codes

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

## Sample of a Correctly Aligned 1500 Health Insurance Claim Form



## HEALTH INSURANCE CLAIM FORM

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

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| <input type="checkbox"/> PICA  |  |  |  |  |  |  |  |  |  | <input type="checkbox"/> PICA  |  |  |  |  |  |  |  |  |  |
| 1. MEDICARE <input type="checkbox"/> MEDICAID <input checked="" type="checkbox"/> TRICARE <input type="checkbox"/> CHAMPVA <input type="checkbox"/> GROUP HEALTH PLAN <input type="checkbox"/> FECA BLK LUNG <input type="checkbox"/> OTHER <input type="checkbox"/><br><small>(Medicare) (Medicaid) (DoD) (Member/DN) (ID#)</small> |  |  |  |  |  |  |  |  |  | 1a. INSURED'S I.D. NUMBER (For Program in Item 1)<br><b>1234567890</b>   |  |  |  |  |  |  |  |  |  |
| 2. PATIENT'S NAME (Last Name, First Name, Middle Initial)<br><b>MEMBER, IM A</b>   |  |  |  |  |  |  |  |  |  | 3. PATIENT'S BIRTH DATE MM DD YY M <input type="checkbox"/> F <input checked="" type="checkbox"/><br><b>MM DD YY</b>   |  |  |  |  |  |  |  |  |  |
| 5. PATIENT'S ADDRESS (No., Street)<br><b>609 WILLOW ST</b>   |  |  |  |  |  |  |  |  |  | 6. PATIENT RELATIONSHIP TO INSURED<br>Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/>  |  |  |  |  |  |  |  |  |  |
| 7. INSURED'S ADDRESS (No., Street)<br>CITY: <b>ANYTOWN</b> STATE: <b>WI</b>  |  |  |  |  |  |  |  |  |  | 8. RESERVED FOR NUCC USE   |  |  |  |  |  |  |  |  |  |
| 9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)  |  |  |  |  |  |  |  |  |  | 10. IS PATIENT'S CONDITION RELATED TO:   |  |  |  |  |  |  |  |  |  |
| a. OTHER INSURED'S POLICY OR GROUP NUMBER  |  |  |  |  |  |  |  |  |  | a. EMPLOYMENT? (Current or Previous) YES <input type="checkbox"/> NO <input type="checkbox"/>  |  |  |  |  |  |  |  |  |  |
| b. RESERVED FOR NUCC USE   |  |  |  |  |  |  |  |  |  | b. AUTO ACCIDENT? YES <input type="checkbox"/> NO <input type="checkbox"/> PLACE (State)   |  |  |  |  |  |  |  |  |  |
| c. RESERVED FOR NUCC USE   |  |  |  |  |  |  |  |  |  | c. OTHER ACCIDENT? YES <input type="checkbox"/> NO <input type="checkbox"/>  |  |  |  |  |  |  |  |  |  |
| d. INSURANCE PLAN NAME OR PROGRAM NAME   |  |  |  |  |  |  |  |  |  | 10d. CLAIM CODES (Designated by NUCC)  |  |  |  |  |  |  |  |  |  |
| 12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below.<br>SIGNED _____ DATE _____  |  |  |  |  |  |  |  |  |  | 11. INSURED'S POLICY GROUP OR FECA NUMBER<br>a. INSURED'S DATE OF BIRTH MM DD YY M <input type="checkbox"/> F <input type="checkbox"/><br>b. OTHER CLAIM ID (Designated by NUCC)<br>c. INSURANCE PLAN NAME OR PROGRAM NAME<br>d. IS THERE ANOTHER HEALTH BENEFIT PLAN?<br><input type="checkbox"/> YES <input type="checkbox"/> NO If yes, complete items 9, 9a, and 9d. |  |  |  |  |  |  |  |  |  |
| 14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) MM DD YY QUAL  |  |  |  |  |  |  |  |  |  | 15. OTHER DATE MM DD YY QUAL   |  |  |  |  |  |  |  |  |  |
| 17. NAME OF REFERRING PROVIDER OR OTHER SOURCE<br><b>I.M. REFERRING PROVIDER</b>   |  |  |  |  |  |  |  |  |  | 18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES<br>FROM MM DD YY TO MM DD YY   |  |  |  |  |  |  |  |  |  |
| 19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)  |  |  |  |  |  |  |  |  |  | 20. OUTSIDE LAB? YES <input type="checkbox"/> NO <input type="checkbox"/> \$ CHARGES   |  |  |  |  |  |  |  |  |  |
| 21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate A-L to service line below (24E) ICD Ind.   |  |  |  |  |  |  |  |  |  | 22. RESUBMISSION CODE ORIGINAL REF. NO.  |  |  |  |  |  |  |  |  |  |
| 24. A. DATE(S) OF SERVICE From MM DD YY To MM DD YY B. PLACE OF SERVICE C. EMG D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS MODIFIER E. DIAGNOSIS POINTER F. \$ CHARGES G. DAYS OR UNITS H. SPRT Family Plan I. ID QUAL J. RENDERING PROVIDER ID #   |  |  |  |  |  |  |  |  |  | 23. PRIOR AUTHORIZATION NUMBER   |  |  |  |  |  |  |  |  |  |
| 1 MM DD YY XX XXXXX XX X XXXXX 1 NPI   |  |  |  |  |  |  |  |  |  | 2 NPI  |  |  |  |  |  |  |  |  |  |
| 3 NPI  |  |  |  |  |  |  |  |  |  | 4 NPI  |  |  |  |  |  |  |  |  |  |
| 5 NPI  |  |  |  |  |  |  |  |  |  | 6 NPI  |  |  |  |  |  |  |  |  |  |
| 25. FEDERAL TAX I.D. NUMBER SSN EIN  |  |  |  |  |  |  |  |  |  | 26. PATIENT'S ACCOUNT NO. 1234JED  |  |  |  |  |  |  |  |  |  |
| 27. ACCEPT ASSIGNMENT? YES <input type="checkbox"/> NO <input type="checkbox"/>  |  |  |  |  |  |  |  |  |  | 28. TOTAL CHARGE \$ XXXXX \$   |  |  |  |  |  |  |  |  |  |
| 29. AMOUNT PAID  |  |  |  |  |  |  |  |  |  | 30. Read for NUCC Use  |  |  |  |  |  |  |  |  |  |
| 31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.)<br><b>I.M. Provider</b> MMDDCCYY  |  |  |  |  |  |  |  |  |  | 32. SERVICE FACILITY LOCATION INFORMATION<br><b>1 W WILLIAMS ST ANYTOWN WI 55555-1234</b>  |  |  |  |  |  |  |  |  |  |
| 33. BILLING PROVIDER INFO & PH #<br><b>I.M. PROVIDER 022222220 ZZ123456789X</b>  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

NUCC Instruction Manual available at: www.nucc.org

PLEASE PRINT OR TYPE

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



## Sample of an Incorrectly Aligned 1500 Health Insurance Claim Form



## HEALTH INSURANCE CLAIM FORM

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

CARRIER

PATIENT AND INSURED INFORMATION

PHYSICIAN OR SUPPLIER INFORMATION

|   |  |   |  |
|---|--|---|--|
| <input type="checkbox"/> PICA<br>1. MEDICARE <input type="checkbox"/> MEDICAID <input checked="" type="checkbox"/> TRICARE <input type="checkbox"/> CHAMPVA <input type="checkbox"/> GROUP HEALTH PLAN <input type="checkbox"/> FECA BLK LUNG <input type="checkbox"/> OTHER <input type="checkbox"/><br>(Medicare) (Medicaid) (DA/DoDI) (Member ID#) (ID#) |  | 1a. INSURED'S I.D. NUMBER (For Program in Item 1)<br>1234567890   |  |
| 2. PATIENT'S NAME (Last Name, First Name, Middle Initial)<br>MEMBER, IM A   |  | 3. PATIENT'S BIRTH DATE<br>MM DD YY <u>MM DD YY</u> SEX <input checked="" type="checkbox"/> M <input type="checkbox"/> F  |  |
| 5. PATIENT'S ADDRESS (No., Street)<br>609 WILLOW ST   |  | 4. INSURED'S NAME (Last Name, First Name, Middle Initial)<br>SAME   |  |
| 6. PATIENT RELATIONSHIP TO INSURED<br>Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/>   |  | 7. INSURED'S ADDRESS (No., Street)  |  |
| CITY<br>ANYTOWN   |  | CITY<br>ANYTOWN   |  |
| STATE<br>WI   |  | STATE<br>WI   |  |
| ZIP CODE<br>55555   |  | ZIP CODE<br>( )   |  |
| 8. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)<br>444 444 4444   |  | 10. IS PATIENT'S CONDITION RELATED TO:<br>a. EMPLOYMENT? (Current or Previous)<br><input type="checkbox"/> YES <input type="checkbox"/> NO<br>b. AUTO ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO PLACE (State)<br>c. OTHER ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO<br>10d. CLAIM CODES (Designated by NUCC)              |  |
| a. OTHER INSURED'S POLICY OR GROUP NUMBER<br>b. RESERVED FOR NUCC USE<br>c. RESERVED FOR NUCC USE<br>d. INSURANCE PLAN NAME OR PROGRAM NAME   |  | 11. INSURED'S POLICY GROUP OR FECA NUMBER<br>a. INSURED'S DATE OF BIRTH<br>MM DD YY <input type="checkbox"/> M <input type="checkbox"/> F<br>b. OTHER CLAIM ID (Designated by NUCC)<br>c. INSURANCE PLAN NAME OR PROGRAM NAME<br>d. IS THERE ANOTHER HEALTH BENEFIT PLAN?<br><input type="checkbox"/> YES <input type="checkbox"/> NO If yes, complete items 9, 9a, and 9d. |  |
| 12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below.<br>SIGNED _____ DATE _____   |  |   |  |
| 13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE I authorize payment of medical benefits to the undersigned physician or supplier for services described below.<br>SIGNED _____   |  |   |  |
| 14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP)<br>MM DD YY QUAL  |  | 15. OTHER DATE<br>QUAL MM DD YY   |  |
| 17. NAME OF REFERRING PROVIDER OR OTHER SOURCE<br>I.M. REFERRING PROVIDER   |  | 18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES<br>FROM MM DD YY TO MM DD YY  |  |
| 19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)   |  | 20. OUTSIDE LAB? <input type="checkbox"/> YES <input type="checkbox"/> NO \$ CHARGES  |  |
| 21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate A-L to service line below (24E)<br>A. XXXX B. C. D. E. F. G. H. I. J. K. L.   |  | 22. RESUBMISSION CODE ORIGINAL REF. NO.<br>23. PRIOR AUTHORIZATION NUMBER   |  |
| 24. A. DATE(S) OF SERVICE From MM DD YY To MM DD YY B. PLACE OF SERVICE C. EMG D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS MODIFIER E. DIAGNOSIS POINTER F. \$ CHARGES G. DAYS OR UNITS H. SPENT Family Plan I. ID QUAL J. RENDERING PROVIDER ID #   |  | 25. FEDERAL TAX I.D. NUMBER SSN EIN 25. PATIENT'S ACCOUNT NO. 1234JED 27. ACCEPT ASSIGNMENT? (For gnt, claims, see back) <input type="checkbox"/> YES <input type="checkbox"/> NO 28. TOTAL CHARGE \$ XXXXX 29. AMOUNT PAID \$ 30. Read for NUCC Use  |  |
| 31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.)<br>I.M. Provider MMDDCCYY  |  | 32. SERVICE FACILITY LOCATION INFORMATION<br>33. BILLING PROVIDER INFO & IPH #<br>I.M. PROVIDER<br>1 W WILLIAMS ST<br>ANYTOWN WI 55555-1234<br>022222220 ZZ123456789X   |  |

NUCC Instruction Manual available at: www.nucc.org

PLEASE PRINT OR TYPE

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



UN-04 CMB-1450

## Sample of an Incorrectly Aligned UB-04 Claim Form

|  |  |                              |  |   |  |   |  |
|--|--|------------------------------|--|---|--|---|--|
| 1 IM BILLING PROVIDER<br>444 E CLAIREMONT<br>ANYTOWN WI 55555-1234<br>(444) 444-4444 |  | 2                            |  | 3a PAT. CNTL #<br>B. MED. REC. # 11-7554321 |  | 4 TYPE OF BILL<br>XXX                               |  |
| 8 PATIENT NAME<br>MEMBER, IN A   |  | 9 PATIENT ADDRESS<br>ON FILE |  | 5 FED. TAX NO.<br>01-2345678                |  | 6 STATEMENT COVERS PERIOD FROM<br>MMDDCCYY MMDDCCYY |  |
| 10 BIRTHDATE   |  | 11 SEX                       |  | 12 DATE                                     |  | 13 ADMISSION TYPE                                   |  |
| 14 TYPE  |  | 15 SPC                       |  | 16 DHR                                      |  | 17 STAT   |  |
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| 26   |  | 27                           |  | 28  |  | 29 ACOT STATE                                       |  |
| 30   |  | 31 OCCURRENCE DATE           |  | 32 OCCURRENCE DATE                          |  | 33 OCCURRENCE DATE                                  |  |
| 34   |  | 35                           |  | 36  |  | 37  |  |
| 38   |  | 39                           |  | 40  |  | 41  |  |
| 42 REV CD  |  | 43 DESCRIPTION               |  | 44 HCPCS / RATE / HPPS CODE                 |  | 45 SERV DATE  |  |
| 46 SERV UNITS  |  | 47 TOTAL CHARGES             |  | 48 NON-COVERED CHARGES                      |  | 49  |  |
| 1 XXXX   |  | XXXXX                        |  | MMDDYY                                      |  | 1.0   |  |
| 2 XXXX   |  | XXXXX                        |  | MMDDYY                                      |  | 1.0   |  |
| 3 XXXX   |  | XXXXX                        |  | MMDDYY                                      |  | 1.0   |  |
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Topic #2704

## Paper Claim Submission

Paper claims for dental services must be submitted using the ADA (American Dental Association) 2006 Claim Form or the ADA 2012 Claim Form. ForwardHealth denies paper claims for dental services submitted on any claim form other than the ADA 2006 or 2012.

Providers should use ForwardHealth's claim form completion instructions for the ADA 2006 or 2012 claim forms, as appropriate, when submitting these claims.

## Obtaining American Dental Association Claim Forms

ForwardHealth does not provide ADA claim forms. To order ADA 2006 or 2012 claim forms, call the ADA at (800) 947-4746 or order online from the [ADA Web site](#).

## Multiple-Page Paper American Dental Association Claims

ForwardHealth recognizes that the number of dental procedures performed on a member on a single DOS (date of service) may exceed the number of details (line items where information about the services provided is indicated) available on a paper claim form. In such circumstances, providers may submit multiple-page paper claims containing up to 25 total details.

When submitting multiple-page paper dental claims, follow these instructions:

- Use the same type of paper claim form for all pages of the claim. The only allowable paper claim forms are the ADA 2006 or 2012 claim forms.
- Complete all of the claim form information on each page, including, but not limited to, the provider's identification number, the member's name, and the member's identification number.
- Staple additional pages behind the first page of the claim.
- Indicate the total amount billed for the entire claim on the last page of the claim. The Total Fee element should be left blank on all other pages.
- Mail multiple-page paper claims to the following address for specialized handling:

ForwardHealth  
Multiple-Page Dental Claims  
Ste 22  
313 Blettner Blvd  
Madison WI 53784

*Note:* Single-page paper dental claims should continue to be sent to the following address:

ForwardHealth  
Claims and Adjustments  
313 Blettner Blvd  
Madison WI 53784

## Oral Surgery CPT Codes

Oral surgeons who opt to submit paper claims with CPT (Current Procedural Terminology) codes are required to use the 1500 Health Insurance Claim Form ((02/12)). ForwardHealth denies claims from oral surgeons who opt to submit paper claims with CPT codes on any claim form other than the 1500 Health Insurance Claim Form.

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

## Obtaining the 1500 Health Insurance Claim Form

ForwardHealth does not provide the 1500 Health Insurance Claim Form. This form may be obtained from any federal forms supplier.

Topic #10177

## Prior Authorization Numbers on Claims

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

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

Topic #4382

## Provider-Administered Drugs

### Deficit Reduction Act of 2005

Providers are required to comply with requirements of the federal DRA (Deficit Reduction Act) of 2005 and submit NDCs (National Drug Codes) with HCPCS (Healthcare Common Procedure Coding System) procedure codes on claims for provider-administered drugs. Section 1927(a)(7)(C) of the Social Security Act requires NDCs to be indicated on all claims submitted to ForwardHealth for covered outpatient drugs, including Medicare crossover claims.

ForwardHealth requires that NDCs be indicated on claims for all provider-administered drugs to identify the drugs and invoice a manufacturer for rebates, track utilization, and receive federal funds. States that do not collect NDCs with HCPCS procedure codes on claims for provider-administered drugs will not receive federal funds for those claims. ForwardHealth cannot claim a rebate or federal funds if the NDC submitted on a claim is incorrect or invalid or if an NDC is not indicated.

If an NDC is not indicated on a claim submitted to ForwardHealth, or if the NDC indicated is invalid, the claim will be denied.

*Note:* Vaccines are exempt from the DRA requirements. Providers who receive reimbursement under a bundled rate are not subject to the DRA requirements.

### Less-Than-Effective Drugs

ForwardHealth will deny provider-administered drug claims for LTE (less-than-effective) or identical, related, or similar drugs for ForwardHealth members.

## Claim Submission

### Institutional Claims

Providers that submit claims for services on an institutional claim also are required to submit claims for provider-administered drugs on an institutional claim.

Institutional claims that include provider-administered drugs must be submitted to ForwardHealth fee-for-service for fee-for-

service members and to the HMO for managed care members.

## Professional Claims

Providers that submit claims for services on a professional claim also are required to submit claims for provider-administered drugs on a professional claim.

Professional claims that include provider-administered drugs must be submitted to ForwardHealth fee-for-service for fee-for-service members.

Professional claims for provider-administered drugs must be submitted to ForwardHealth fee-for-service for managed care members. Other services submitted on a professional claim must be submitted to the HMO for managed care members.

The following POS (place of service) codes will not be accepted by Medicaid fee-for-service when submitted by a provider on a professional claim:

| POS Code | Description                                     |
|----------|---|
| 06       | Indian Health Services Provider-Based Facility  |
| 08       | Tribal 638 Provider-Based Facility              |
| 21       | Inpatient Hospital                              |
| 22       | On Campus — Outpatient Hospital                 |
| 23       | Emergency Room — Hospital                       |
| 51       | Inpatient Psychiatric Facility                  |
| 61       | Comprehensive Inpatient Rehabilitation Facility |
| 65       | ESRD Treatment Facility                         |

## Medicare Crossover Claims

To be considered for reimbursement, NDCs and a HCPCS procedure code must be indicated on Medicare crossover claims.

ForwardHealth will deny crossover claims if an NDC was not submitted to Medicare with a provider-administered drug HCPCS code.

## 340B Providers

Providers who participate in the 340B Drug Pricing Program are required to indicate an NDC on claims for provider-administered drugs. The 340B Drug Pricing Program allows certain federally funded grantees and other health care providers to purchase prescription drugs at significantly reduced prices. When submitting the 340B billed amount, they are also required to indicate the actual acquisition cost plus a reasonable dispensing fee.

## Explanation of Benefits Codes on Claims for Provider-Administered Drugs

Providers will receive an [EOB \(Explanation of Benefits\) code](#) on claims with a denied detail for a provider-administered drug if the claim does not comply with the standards of the DRA. If a provider receives an EOB code on a claim for a provider-administered drug, he or she should correct and resubmit the claim for reimbursement.

## Provider-Administered Claim Denials

If a clinic's professional claim with a HCPCS code is received by ForwardHealth and a subsequent claim for the same drug is received from a pharmacy, having a DOS (date of service) within seven days of the clinic's DOS, then the pharmacy's claim will be denied as a duplicate claim.

Reconsideration of the denied drug claim may occur if the claim was denied with an EOB code and the drug therapy was due to the treatment for an acute condition. To submit a claim that was originally denied as a duplicate, pharmacies should complete and submit the [Noncompound Drug Claim \(F-13072 \(07/12\)\)](#) form along with the [Pharmacy Special Handling Request \(F-13074 \(07/12\)\)](#) form indicating the EOB code and requesting an override.

## Provider-Administered Drugs Carve-Out Code Sets

Provider-administered drugs carve-out policy is defined to include the following procedure codes:

- Drug-related "J" codes.
- Drug-related "Q" codes.
- Certain drug-related "S" codes.

The [Provider-Administered Drugs Carve-Out Procedure Codes table](#) indicates the status of procedure codes considered under the provider-administered drugs carve-out policy. This table provides information on Medicaid and BadgerCare Plus coverage status as well as carve-out status based on POS.

*Note:* The table will be revised in accordance with national annual and quarterly HCPCS code updates.

Provider-administered drugs carve-out policy applies to certain procedure code sets, services, POS, and claim types. A service is carved-out based on the procedure code, POS, and claim type on which the service is submitted. It is important to note that provider-administered drugs may be given in many different practice settings and submitted on different claim types. Whether the service is carved in or out depends on the combination of these factors, not simply on the procedure code.

Claims for dual eligibles should be submitted to Medicare first before they are submitted to ForwardHealth. Providers should continue to submit claims for other services to the member's MCO.

Provider-administered drugs and related services for members enrolled in the PACE (Program for All-Inclusive Care for the Elderly) and the Family Care Partnership are provided and reimbursed by the special managed care program.

## Exemptions

Claims for drugs included in the cost of the procedure (e.g., a claim for a dental visit where lidocaine is administered) should be submitted to the member's MCO.

Vaccines and their administration fees are reimbursed by a member's MCO.

Providers who receive reimbursement under a bundled rate are reimbursed by a member's MCO.

Providers who were reimbursed a bundled rate by the member's MCO for certain services (e.g., hydration, catheter maintenance, TPN (total parenteral nutrition)) should continue to be reimbursed by the member's MCO. Providers should work with the member's MCO in these situations.

## Additional Information

Additional information about the DRA and claim submission requirements can be located on the following Web sites:

- [CMS \(Centers for Medicare and Medicaid Services\) DRA information page.](#)
- [NUBC \(National Uniform Billing Committee\).](#)

- [NUCC \(National Uniform Claim Committee\)](#).

For information about NDCs, providers may refer to the following Web sites:

- The [FDA \(Food and Drug Administration\) Web site](#).
- The [Drug Search Tool](#). (Providers may verify if an NDC and its segments are valid using this Web site.)

Topic #10237

## Claims for Provider-Administered Drugs

Claims for provider-administered drugs may be submitted to ForwardHealth via the following:

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

### 1500 Health Insurance Claim Form

These instructions apply to claims submitted for provider-administered drugs. NDCs for provider-administered drugs must be indicated in the shaded area of Item Numbers 24A-24G on the 1500 Health Insurance Claim Form. The NDC must be accompanied by an NDC qualifier, unit qualifier, and units. To indicate an NDC, providers should do the following:

- Indicate the NDC qualifier "N4," followed by the 11-digit NDC of the drug dispensed, with no space in between.
- Indicate one space between the NDC and the unit qualifier.
- Indicate one unit qualifier (F2 [International unit], GR [Gram], ME [Milligram], ML [Milliliter], or UN [Unit]), followed by the NDC units, with no space in between. For further instruction on submitting a 1500 Health Insurance Claim Form with supplemental NDC information, providers may refer to the 1500 Health Insurance Claim Form Reference Instruction Manual for Form Version 02/12 on the [NUCC \(National Uniform Claim Committee\) Web site](#).

Providers should indicate the appropriate NDC of the drug that was dispensed that corresponds to the HCPCS procedure code on claims for provider-administered drugs. If an NDC is not indicated on the claim, or if the NDC indicated is invalid, the claim will be denied.

### 837 Health Care Claim: Professional Transactions

Providers may refer to the NUCC Web site for information about indicating NDCs on provider-administered drug claims submitted using the 837P transaction.

### Direct Data Entry on the ForwardHealth Portal

The following must be indicated on provider-administered drug claims submitted using DDE on the Portal:

- The NDC of the drug dispensed.
- Quantity unit.
- Unit of measure.

*Note:* The "N4" NDC qualifier is not required on claims submitted on the Portal.

### Provider Electronic Solutions Software

ForwardHealth offers electronic billing software at no cost to providers. The PES software allows providers to submit 837P transactions, adjust claims, and check claim status. To obtain PES software, providers may download it from the [ForwardHealth Portal](#). For assistance installing and using PES software, providers may call the [EDI \(Electronic Data Interchange\) Helpdesk](#).

Topic #15977

## Submitting Multiple National Drug Codes per Procedure Code

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

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

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

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

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



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

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

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



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



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

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

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

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

Topic #4817

## Submitting Paper Attachments with Electronic Claims

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

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

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

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

ForwardHealth  
Claims and Adjustments  
313 Blettner Blvd  
Madison WI 53784

This does not apply to compound and noncompound claims.

Topic #11677

## Uploading Claim Attachments Via the Portal

Providers are able to upload attachments for most claims via the secure Provider area of the ForwardHealth Portal. This allows providers to submit all components for claims electronically.

Providers are able to upload attachments via the Portal when a claim is suspended and an attachment was indicated but not yet received. Providers are able to upload attachments for any suspended claim that was submitted electronically. Providers should note that all attachments for a suspended claim must be submitted within the same business day.

## Claim Types

Providers will be able to upload attachments to claims via the Portal for the following claim types:

- Professional.
- Institutional.
- Dental.

The submission policy for compound and noncompound drug claims does not allow attachments.

## Document Formats

Providers are able to upload documents in the following formats:

- JPEG (Joint Photographic Experts Group) (.jpg or .jpeg).
- PDF (Portable Document Format) (.pdf).
- Rich Text Format (.rtf).
- Text File (.txt).

JPEG files must be stored with a ".jpg" or ".jpeg" extension; text files must be stored with a ".txt" extension; rich text format files must be stored with a ".rtf" extension; and PDF files must be stored with a ".pdf" extension.

Microsoft Word files (.doc) cannot be uploaded but can be saved and uploaded in Rich Text Format or Text File formats.

## Uploading Claim Attachments

### Claims Submitted by Direct Data Entry

When a provider submits a DDE (Direct Data Entry) claim and indicates an attachment will also be included, a feature button will appear and link to the DDE claim screen where attachments can be uploaded.

Providers are still required to indicate on the DDE claim that the claim will include an attachment via the "Attachments" panel.

Claims will suspend for 30 days before denying for not receiving the attachment.

### Claims Submitted by Provider Electronic Software and 837 Health Care Claim Transactions

Providers submitting claims via 837 (837 Health Care Claim) transactions are required to indicate attachments via the PWK segment. Providers submitting claims via PES (Provider Electronic Solutions) software will be required to indicate attachments via the attachment control field. Once the claim has been submitted, providers will be able to search for the claim on the Portal and upload the attachment via the Portal. Refer to the Implementation Guides for how to use the PWK segment in 837 transactions and the [PES Manual](#) for how to use the attachment control field.

Claims will suspend with 30 days before denying for not receiving the attachment.

# Timely Filing Appeals Requests

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Topic #549

## Requirements

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

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

Topic #551

## Resubmission

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

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

Topic #744

## Submission

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

- A properly completed [Timely Filing Appeals Request \(F-13047 \(08/15\)\)](#) form for each claim and each adjustment to allow for electronic documentation of individual claims and adjustments submitted to ForwardHealth.
- A legible claim or adjustment request.
- All required documentation as specified for the exception to the submission deadline.

For paper claims and paper claim adjustments where other health insurance sources are indicated, providers are also required to complete and submit the [Explanation of Medical Benefits form](#).

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

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

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

exceptions.

| Change in Nursing Home Resident's Level of Care or Liability Amount   |  |   |
|---|--|---|
| Description of the Exception  | Documentation Requirements   | Submission Address  |
| This exception occurs when a nursing home claim is initially received within the submission deadline and reimbursed incorrectly due to a change in the member's authorized level of care or liability amount. | <p>To receive consideration, the request must be submitted within 455 days from the DOS and the correct liability amount or level of care must be indicated on the <a href="#">Adjustment/Reconsideration Request (F-13046 (08/15))</a> form.</p> <p>The most recent claim number (also known as the ICN (internal control number)) must be indicated on the Adjustment/Reconsideration Request form. This number may be the result of a ForwardHealth-initiated adjustment.</p> | ForwardHealth<br>Timely Filing<br>Ste 50<br>313 Blettner<br>Blvd<br>Madison WI<br>53784 |

| Decision Made by a Court, Fair Hearing, or the Department of Health Services  |  |   |
|---|--|---|
| Description of the Exception  | Documentation Requirements   | Submission Address  |
| This exception occurs when a decision is made by a court, fair hearing, or the DHS (Department of Health Services). | To receive consideration, the request must be submitted within 90 days from the date of the decision of the hearing. A complete copy of the notice received from the court, fair hearing, or DHS must be submitted with the request. | ForwardHealth<br>Timely Filing<br>Ste 50<br>313 Blettner<br>Blvd<br>Madison WI<br>53784 |

| Denial Due to Discrepancy Between the Member's Enrollment Information in ForwardHealth interChange and the Member's Actual Enrollment  |   |  |
|--|---|--|
| Description of the Exception   | Documentation Requirements  | Submission Address   |
| This exception occurs when a claim is initially received by the deadline but is denied due to a discrepancy between the member's enrollment information in ForwardHealth interChange and the member's actual enrollment. | <p>To receive consideration, the following documentation must be submitted within 455 days from the DOS:</p> <ul style="list-style-type: none"> <li>• A copy of remittance information showing the claim was submitted in a timely manner and denied with a qualifying enrollment-related explanation.</li> <li>• A photocopy of one of the following indicating enrollment on the DOS: <ul style="list-style-type: none"> <li>◦ Temporary Identification Card for Express Enrollment in BadgerCare Plus.</li> <li>◦ Temporary Identification Card for Express Enrollment in Family Planning Only Services.</li> <li>◦ The response received through Wisconsin's EVS (Enrollment Verification System) from a</li> </ul> </li> </ul> | ForwardHealth<br>Good Faith/Timely Filing<br>Ste 50<br>313 Blettner<br>Blvd<br>Madison WI<br>53784 |

|  |  |  |
|--|--|--|
|  | commercial eligibility vendor.<br>o The transaction log number received through <a href="#">WiCall</a> . |  |
|--|--|--|

**ForwardHealth Reconsideration or Recoupment**

| Description of the Exception   | Documentation Requirements  | Submission Address  |
|--|---|---|
| This exception occurs when ForwardHealth reconsiders a previously processed claim. ForwardHealth will initiate an adjustment on a previously paid claim. | If a subsequent provider submission is required, the request must be submitted within 90 days from the date of the RA (Remittance Advice) message. A copy of the RA message that shows the ForwardHealth-initiated adjustment must be submitted with the request. | ForwardHealth<br>Timely Filing<br>Ste 50<br>313 Blettner<br>Blvd<br>Madison WI<br>53784 |

**Retroactive Enrollment for Persons on General Relief**

| Description of the Exception  | Documentation Requirements   | Submission Address  |
|---|--|---|
| This exception occurs when the local county or tribal agency requests a return of a GR (general relief) payment from the provider because a member has become retroactively enrolled for Wisconsin Medicaid or BadgerCare Plus. | To receive consideration, the request must be submitted within 180 days from the date the backdated enrollment was added to the member's enrollment information. The request must be submitted with one of the following: <ul style="list-style-type: none"> <li>"GR retroactive enrollment" indicated on the claim.</li> <li>A copy of the letter received from the local county or tribal agency.</li> </ul> | ForwardHealth<br>GR Retro<br>Eligibility<br>Ste 50<br>313 Blettner<br>Blvd<br>Madison WI<br>53784 |

**Medicare Denial Occurs After the Submission Deadline**

| Description of the Exception   | Documentation Requirements   | Submission Address  |
|--|--|---|
| This exception occurs when claims submitted to Medicare (within 365 days of the DOS) are denied by Medicare after the 365-day submission deadline. A waiver of the submission deadline will not be granted when Medicare denies a claim for one of the following reasons: <ul style="list-style-type: none"> <li>The charges were previously submitted to Medicare.</li> <li>The member name and identification number do not match.</li> <li>The services were previously denied by Medicare.</li> <li>The provider retroactively applied for Medicare enrollment and did not become enrolled.</li> </ul> | To receive consideration, the following must be submitted within 90 days of the Medicare processing date: <ul style="list-style-type: none"> <li>A copy of the Medicare remittance information.</li> <li>The appropriate Medicare disclaimer code must be indicated on the claim.</li> </ul> | ForwardHealth<br>Timely Filing<br>Ste 50<br>313 Blettner<br>Blvd<br>Madison WI<br>53784 |

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

| Description of the Exception | Documentation Requirements | Submission Address |
|------------------------------|----------------------------|--------------------|
|------------------------------|----------------------------|--------------------|

|  |   |   |
|--|---|---|
| This exception occurs when an other health insurance source reviews a previously paid claim and determines that reimbursement was inappropriate. | <p>To receive consideration, the following documentation must be submitted within 90 days from the date of recoupment notification:</p> <ul style="list-style-type: none"> <li>• A copy of the commercial health insurance remittance information.</li> <li>• A copy of the remittance information showing recoupment for crossover claims when Medicare is recouping payment.</li> </ul> | ForwardHealth<br>Timely Filing<br>Ste 50<br>313 Blettner<br>Blvd<br>Madison WI<br>53784 |
|--|---|---|

| Retroactive Member Enrollment   |  |   |
|---|--|---|
| Description of the Exception  | Documentation Requirements   | Submission Address  |
| This exception occurs when a claim cannot be submitted within the submission deadline due to a delay in the determination of a member's retroactive enrollment. | To receive consideration, the request must be submitted within 180 days from the date the backdated enrollment was added to the member's enrollment information. In addition, "retroactive enrollment" must be indicated on the claim. | ForwardHealth<br>Timely Filing<br>Ste 50<br>313 Blettner<br>Blvd<br>Madison WI<br>53784 |

# Coordination of Benefits

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Archive Date:07/01/2016

## Coordination of Benefits:Commercial Health Insurance

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Topic #595

### Assignment of Insurance Benefits

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

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

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

If the member is assigned insurance benefits, it is appropriate to submit a claim to ForwardHealth without billing the commercial health insurance. In this instance providers should indicate the appropriate other insurance indicator or complete the [Explanation of Medical Benefits form](#), as applicable. ForwardHealth will bill the commercial health insurance.

Topic #844

### Claims for Services Denied by Commercial Health Insurance

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

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

Topic #598

### Commercial Fee-for-Service

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

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

Topic #601



# Definition of Commercial Health Insurance

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

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

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

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

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

Topic #602

## Discounted Rates

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

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

Topic #596

## Exhausting Commercial Health Insurance Sources

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

| Step 1. Determine if the Member Has Commercial Health Insurance  |
|--|
| <p><b>If Wisconsin's EVS (Enrollment Verification System) does not indicate that the member has commercial health insurance</b>, the provider may submit a claim to ForwardHealth unless the provider is otherwise aware of commercial health insurance coverage.</p> <p><b>If the member disputes the information as it is indicated in the EVS</b>, the provider should submit a completed <a href="#">Other</a></p> |

[Coverage Discrepancy Report \(F-01159 \(09/12\)\)](#) form. Unless the service does not require other health insurance billing, the provider should allow at least two weeks before proceeding to Step 2.

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

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

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

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

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

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

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

The provider should proceed in one of the following ways:

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

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

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

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

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

### Step 5. Submit Claim to ForwardHealth

**If only partial reimbursement is received, if the correct and complete claim is denied by commercial health insurance, or if commercial health insurance does not respond to the original and follow-up claims**, the provider may submit a claim to ForwardHealth using the appropriate other insurance indicator or complete the Explanation of Medical Benefits form, as applicable. Commercial remittance information should not be attached to the claim.

Topic #18497

## Explanation of Medical Benefits Form Requirement

An [Explanation of Medical Benefits \(F-01234 \(11/14\)\)](#) form must be included for each other payer when other health insurance sources (e.g., commercial insurance, Medicare) are indicated on a paper claim or paper adjustment.

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

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

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

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

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

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

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

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

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

Topic #263

## **Members Unable to Obtain Services Under Managed Care Plan**

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

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

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

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

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

Topic #604

## Non-reimbursable Commercial Health Insurance Services

Providers are not reimbursed for the following:

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

Topic #605

## Other Insurance Indicators

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

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

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

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

*Note:* The provider may not use OI-D or OI-Y if the member is covered by a commercial HMO and the HMO denied

payment because an otherwise covered service was not rendered by a designated provider. Services covered by a commercial HMO are not reimbursable by ForwardHealth except for the copayment and deductible amounts. Providers who receive a capitation payment from the commercial HMO may not bill ForwardHealth for services that are included in the capitation payment.

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

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

## Documentation Requirements

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

Topic #4657

## Other Insurance Indicators on American Dental Association Claim Forms

Providers should use the following information about insurance indicators when completing an ADA (American Dental Association) 2006 Claim Form or an ADA 2012 Claim Form.

When a member's enrollment is confirmed in Wisconsin's EVS (Enrollment Verification System), one of eight other insurance indicators identifying the member's other insurance coverage may be indicated, if applicable. The following is a list of the indicators and descriptions:

- DEN — Commercial Dental Insurance
- HMO — Health Maintenance Organization (non-Medicaid)
- SUP — Medicare Supplement
- BLU — BlueCross and BlueShield
- WPS — Wisconsin Physicians Service
- CHA — TriCare
- HPP — Wausau Health Protection Plan
- OTH — All other commercial health or dental insurance plans

### Insurance Indicator "DEN"

When the EVS indicates the code "DEN" for other coverage, submit claims for the following CDT (Current Dental Terminology) procedure codes to commercial dental insurance prior to billing these procedures to ForwardHealth.

| Service Type      | Service               | Codes       |
|-------------------|-----------------------|-------------|
| <b>Diagnostic</b> | Exams                 | D0120-D0170 |
|                   | X-rays                | D0270-D0274 |
| <b>Preventive</b> | Prophylaxis, Fluoride | D1110-D1202 |
|                   | Sealants              | D1351       |

|                      |                        |                                       |
|----------------------|------------------------|---------------------------------------|
|                      | Space maintainers      | D1510-D1515, D1550                    |
| <b>Restorative</b>   | Fillings               | D2140-D2394                           |
|                      | Crowns                 | D2390, D2920-D2933                    |
| <b>Endodontic</b>    | Root canals            | D3310-D3330                           |
| <b>Periodontic</b>   | Gingivectomy           | D4210-D4211                           |
|                      | Scaling                | D4341-D4342                           |
|                      | Full-mouth debridement | D4355                                 |
| <b>Prosthodontic</b> | Dentures               | D5110-D5212, D5510-D5761              |
|                      | Bridges                | D6930-D6940, D6980-D6985              |
| <b>Extractions</b>   | Extractions            | D7111-D7250                           |
| <b>Surgical</b>      | Surgeries              | D7260-D7780, D7840-D7850, D7910-D7991 |
| <b>Orthodontic</b>   | Orthodontia            | D8010-D8680, D8692                    |

### Insurance Indicator "HMO"

When the EVS indicates the code "HMO" for other coverage, submit claims for the following CDT procedure codes to the commercial HMO prior to billing these procedures to ForwardHealth. The provider must be a member of the commercial HMO to receive reimbursement.

| Service Type                   | Service     | Codes                                 |
|--------------------------------|-------------|---------------------------------------|
| Diagnostic                     | Exams       | D0120-D0170                           |
| Preventive                     | Cleanings   | D1110-D1120                           |
| Restorative                    | Fillings    | D2140-D2394                           |
| Oral and Maxillofacial Surgery | Extractions | D7111-D7250                           |
| Surgical                       | Surgeries   | D7260-D7780, D7840-D7850, D7910-D7991 |

### Insurance Indicator "SUP"

When the EVS indicates the code "SUP" for other coverage, submit claims for the following CDT procedure codes to the member's commercial health or dental insurance prior to billing these procedures to ForwardHealth.

| Service Type                | Service    | Codes        |
|-----------------------------|------------|--------------|
| Adjunctive/General Services | Anesthesia | D9223, D9243 |

### Insurance Indicators "BLU," "WPS," "CHA," "HPP," or "OTH"

When the EVS indicates either "BLU," "WPS," "CHA," "HPP," or "OTH" codes for other coverage, submit claims for the following procedure codes to the member's commercial health or dental insurance prior to billing these procedures to ForwardHealth.

| Service Type                | Service    | Codes        |
|-----------------------------|------------|--------------|
| Adjunctive/General Services | Anesthesia | D9223, D9243 |

Topic #603

## Services Not Requiring Commercial Health Insurance Billing

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

- Case management services.
- CCS (Comprehensive Community Services).
- Crisis Intervention services.
- CRS (Community Recovery Services).
- CSP (Community Support Program) services.
- Family planning services.
- Personal care services.
- PNCC (prenatal care coordination) services.
- Preventive pediatric services.
- SMV (specialized medical vehicle) services.

Topic #769

## Services Requiring Commercial Health Insurance Billing

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

- Ambulance services, if provided as emergency services
- Anesthetist services
- Audiology services, unless provided in a nursing home or SNF (skilled nursing facility)
- Behavioral treatment
- Blood bank services
- Chiropractic services
- Dental services
- DME (durable medical equipment) (rental or purchase), prosthetics, and hearing aids if the billed amount is over \$10.00 per item
- Home health services (excluding PC (personal care) services)
- Hospice services
- Hospital services, including inpatient or outpatient
- Independent nurse, nurse practitioner, or nurse midwife services
- Laboratory services
- Medicare-covered services for members who have Medicare and commercial health insurance
- Mental health/substance abuse services, including services delivered by providers other than physicians, regardless of POS (place of service)
- PT (physical therapy), OT (occupational therapy), and SLP (speech and language pathology) services, unless provided in a nursing home or SNF
- Physician assistant services
- Physician services, including surgery, surgical assistance, anesthesiology, or any service to a hospital inpatient (however, physician services provided to a woman whose primary diagnosis indicates a high-risk pregnancy do not require commercial health insurance billing)
- Pharmacy services for members with verified drug coverage
- Podiatry services

- PDN (private duty nursing) services
- Radiology services
- RHC (rural health clinic) services
- Skilled nursing home care, if any DOS (date of service) is within 120 days of the date of admission; if benefits greater than 120 days are available, the nursing home is required to continue to bill for them until those benefits are exhausted
- Vision services over \$50, unless provided in a home, nursing home, or SNF

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

- Ophthalmology services
- Optometrist services

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

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

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



## Medicare

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Topic #664

### Acceptance of Assignment

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

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

Topic #666

### Claims Denied for Errors

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

Topic #668

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

If a crossover claim is also processed by commercial health insurance that is secondary to Medicare (e.g., Medicare supplemental), the claim will not be forwarded to ForwardHealth. After the claim has been processed by the commercial health insurance, the provider should submit a provider-submitted crossover claim to ForwardHealth with the appropriate other insurance indicator or [Explanation of Medical Benefits form](#), as applicable.

Topic #670

### Claims That Do Not Require Medicare Billing

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

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

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

Topic #704

## Claims That Fail to Cross Over

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

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

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

If automatic crossover claims do not appear on the RA after 30 days of the Medicare processing date, providers are required to resubmit the claim directly to ForwardHealth using the NPI that was reported to ForwardHealth as the primary NPI. Additionally, the taxonomy code and the ZIP+4 code of the practice location on file with ForwardHealth are required when additional data is needed to identify the provider.

Topic #667

## Claims for Services Denied by Medicare

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

Topic #671

## Crossover Claims

A Medicare crossover claim is a Medicare-allowed claim for a dual eligible or QMB-Only (Qualified Medicare Beneficiary-Only) member sent to ForwardHealth for payment of coinsurance, copayment, and deductible.

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

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

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

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

## Automatic Crossover Claims

An automatic crossover claim is a claim that Medicare automatically forwards to ForwardHealth by the COBC (Coordination of Benefits Contractor).

Claims will be forwarded if the following occur:

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

## Provider-Submitted Crossover Claims

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

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

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

- The NPI (National Provider Identifier) that ForwardHealth has on file for the provider.
- The taxonomy code that ForwardHealth has on file for the provider.
- The ZIP+4 code that corresponds to the practice location address on file with ForwardHealth.

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

- DDE (Direct Data Entry) through the ForwardHealth Provider Portal.
- 837I (837 Health Care Claim: Institutional) transaction, as applicable.
- 837P (837 Health Care Claim: Professional) transaction, as applicable.
- PES (Provider Electronic Solution) software.
- Paper claim form.

Topic #672

## Definition of Medicare

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

Medicare coverage is divided into four parts:

- Part A (i.e., Hospital Insurance). Part A helps to pay for medically necessary services, including inpatient hospital services,

services provided in critical access hospitals (i.e., small facilities that give limited inpatient services and outpatient services to beneficiaries who reside in rural areas), services provided in skilled nursing facilities, hospice services, and some home health services.

- Part B (i.e., Supplemental Medical Insurance). Part B helps to pay for medically necessary services, including physician services, outpatient hospital services, and some other services that Part A does not cover (such as PT (physical therapy) services, OT (occupational therapy) services, and some home health services).
- Part C (i.e., Medicare Advantage). A commercial health plan that acts for Medicare Parts A and B, and sometimes Medicare Part D, for all Medicare covered services except hospice. Medicare Part A continues to provide coverage for hospice services. There are limitations on coverage outside of the carrier's provider network.
- Part D (i.e., drug benefit).

Topic #684

## Dual Eligibles

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

Dual eligibles may receive coverage for the following:

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

Topic #669

## Exhausting Medicare Coverage

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

### Adjustment Request for Crossover Claim

The provider may submit a paper or electronic adjustment request. If submitting a paper [Adjustment/Reconsideration Request \(F-13046 \(08/15\)\)](#) form, the provider should complete and submit the [Explanation of Medical Benefits form](#), as applicable.

### Provider-Submitted Crossover Claim

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

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

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

- For electronic claims, indicate the Medicare payment.
- For paper claims, complete the [Explanation of Medical Benefits form](#).

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

- Refrain from submitting the claim to ForwardHealth until after the claim has been processed by the commercial health insurance.
- Indicate the appropriate other insurance indicator on the claim or the [Explanation of Medical Benefits form](#), as applicable.

\* In this situation, a timely filing appeals request may be submitted if the services provided are beyond the claims submission deadline. The provider is required to indicate "retroactive enrollment" on the provider-submitted crossover claim and submit the claim with the [Timely Filing Appeals Request \(F-13047 \(08/15\)\)](#) form and [Explanation of Medical Benefits form](#), as applicable. The provider is required to submit the timely filing appeals request within 180 days from the date the backdated enrollment was added to the member's file.

### Claim for Services Denied by Medicare

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

- Bill commercial health insurance, if applicable.
- Submit a claim to ForwardHealth using the appropriate Medicare disclaimer code. If applicable, the provider should indicate the appropriate other insurance indicator on the claim or the [Explanation of Medical Benefits form](#), as applicable. A copy of Medicare remittance information should not be attached to the claim.

### Crossover Claim Previously Reimbursed

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

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

In these situations, the provider should proceed as follows:

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

Topic #687

## Medicare Advantage

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

## Paper Crossover Claims

Providers are required to complete and submit an [Explanation of Medical Benefits form](#), along with provider-submitted paper

crossover claims for services provided to members enrolled in a Medicare Advantage Plan.

## Reimbursement Limits

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

Topic #688

## Medicare Disclaimer Codes

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

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

When submitting a claim for a covered service that was denied by Medicare, providers should resubmit the claim **directly** to ForwardHealth using the appropriate Medicare disclaimer code on the claim or the [Explanation of Medical Benefits form](#), as applicable.

| Code       | Description  |
|------------|--|
| <b>M-7</b> | <p>Medicare disallowed or denied payment. This code applies when Medicare denies the claim for reasons related to policy (not billing errors), or the member's lifetime benefit, SOI (spell of illness), or yearly allotment of available benefits is exhausted.</p> <p><i>For Medicare Part A, use M-7 in the following instances (all three criteria must be met):</i></p> <ul style="list-style-type: none"> <li>• The provider is identified in ForwardHealth files as enrolled in Medicare Part A.</li> <li>• The member is eligible for Medicare Part A.</li> <li>• The service is covered by Medicare Part A but is denied by Medicare Part A due to frequency limitations, diagnosis restrictions, or exhausted benefits.</li> </ul> <p><i>For Medicare Part B, use M-7 in the following instances (all three criteria must be met):</i></p> <ul style="list-style-type: none"> <li>• The provider is identified in ForwardHealth files as enrolled in Medicare Part B.</li> <li>• The member is eligible for Medicare Part B.</li> <li>• The service is covered by Medicare Part B but is denied by Medicare Part B due to frequency limitations, diagnosis restrictions, or exhausted benefits.</li> </ul> |
| <b>M-8</b> | <p>Noncovered Medicare service. This code may be used when Medicare was not billed because the service is not covered in this circumstance.</p> <p><i>For Medicare Part A, use M-8 in the following instances (all three criteria must be met):</i></p> <ul style="list-style-type: none"> <li>• The provider is identified in ForwardHealth files as enrolled in Medicare Part A.</li> <li>• The member is eligible for Medicare Part A.</li> <li>• The service is usually covered by Medicare Part A but not in this circumstance (e.g., member's diagnosis).</li> </ul>   |

*For Medicare Part B, use M-8 in the following instances (all three criteria must be met):*

- The provider is identified in ForwardHealth files as enrolled in Medicare Part B.
- The member is eligible for Medicare Part B.
- The service is usually covered by Medicare Part B but not in this circumstance (e.g., member's diagnosis).

## Documentation Requirements

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

Topic #689

## Medicare Enrollment

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

## Services for Dual Eligibles

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

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

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

## Services for Qualified Medicare Beneficiary-Only Members

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

Topic #8457

## Medicare Late Fees

Medicare assesses a late fee when providers submit a claim after Medicare's claim submission deadline has passed. Claims that cross over to ForwardHealth with a Medicare late fee are denied for being out of balance. To identify these claims, providers should reference the Medicare remittance information and check for ANSI (American National Standards Institute) code B4 (late filing penalty), which indicates a late fee amount deducted by Medicare.

ForwardHealth considers a late fee part of Medicare's paid amount for the claim because Medicare would have paid the additional amount if the claim had been submitted before the Medicare claim submission deadline. ForwardHealth will not reimburse providers for late fees assessed by Medicare.

## Resubmitting Medicare Crossover Claims with Late Fees

Providers may resubmit to ForwardHealth crossover claims denied because the claim was out of balance due to a Medicare late fee. The claim may be submitted on paper, submitted electronically using the ForwardHealth Portal, or submitted as an 837 (837 Health Care Claim) transaction.

## Paper Claim Submissions

When resubmitting a crossover claim on paper, include a copy of the Medicare remittance information so ForwardHealth can determine the amount of the late fee and apply the correct reimbursement amount.

## Electronic Claim Submissions

When resubmitting a claim via the Portal or an electronic 837 transaction (including PES (Provider Electronic Solutions) software submissions), providers are required to balance the claim's paid amount to reflect the amount Medicare would have paid before Medicare subtracted a late fee. This is the amount that ForwardHealth considers when adjudicating the claim. To balance the claim's paid amount, add the late fee to the paid amount reported by Medicare. Enter this amount in the Medicare paid amount field.

For example, the Medicare remittance information reports the following amounts for a crossover claim:

- Billed Amount: \$110.00.
- Allowed Amount: \$100.00.
- Coinsurance: \$20.00.
- Late Fee: \$5.00.
- Paid Amount: \$75.00.

Since ForwardHealth considers the late fee part of the paid amount, providers should add the late fee to the paid amount reported on the Medicare remittance. In the example above, add the late fee of \$5.00 to the paid amount of \$75.00 for a total of \$80.00. The claim should report the Medicare paid amount as \$80.00.

Topic #690

## Medicare Retroactive Eligibility

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

Topic #895

## Modifier for Catastrophe/Disaster-Related Crossover Claims

ForwardHealth accepts modifier CR (Catastrophe/disaster related) on Medicare crossover claims (both [837P](#) (837 Health Care Claim: Professional) transactions and 1500 Health Insurance Claim Forms) to accommodate the emergency health care needs of dual eligibles and QMB-Only (Qualified Medicare Beneficiary-Only) members affected by disasters. The [CMS \(Centers for Medicare and Medicaid Services\) Web site](#) contains more information.

Topic #692



## Qualified Medicare Beneficiary-Only Members

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

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

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

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

Topic #686

## Reimbursement for Crossover Claims

### Professional Crossover Claims

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

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

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

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

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

### Outpatient Hospital Crossover Claims

Detail-level information is used to calculate pricing for all outpatient hospital crossover claims and adjustments. Details that

Medicare paid in full or that Medicare denied in full will not be considered when pricing outpatient hospital crossover claims. Medicare deductibles are paid in full.

## Inpatient Hospital Services

State law limits reimbursement for coinsurance, copayment and deductible of Medicare Part A-covered inpatient hospital services for dual eligibles and QMB-Only members.

Wisconsin Medicaid's total reimbursement for a Medicare Part A-covered inpatient hospital service (i.e., any amount paid by other health insurance sources, any copayment or deductible amounts paid by the member, and any amount paid by Wisconsin Medicaid or BadgerCare Plus) may not exceed the Medicare-allowed amount. Therefore, Medicaid reimbursement for coinsurance, copayment, and deductible of a Medicare Part A-covered inpatient hospital service is the *lesser* of the following:

- The difference between the *Medicaid*-allowed amount and the *Medicare*-paid amount.
- The sum of Medicare coinsurance, copayment, and deductible.

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

| Reimbursement for Medicare Part A-Covered Inpatient Hospital Services Provided To Dual Eligibles |         |         |         |
|--|---------|---------|---------|
| Explanation  | Example |         |         |
|  | 1       | 2       | 3       |
| Provider's billed amount   | \$1,200 | \$1,200 | \$1,200 |
| Medicare-allowed amount  | \$1,000 | \$1,000 | \$1,000 |
| Medicaid-allowed amount (e.g., diagnosis-related group or per diem)                              | \$1,200 | \$750   | \$750   |
| Medicare-paid amount   | \$1,000 | \$800   | \$500   |
| Difference between Medicaid-allowed amount and Medicare-paid amount                              | \$200   | (\$-50) | \$250   |
| Medicare coinsurance, copayment and deductible   | \$0     | \$200   | \$500   |
| Medicaid payment   | \$0     | \$0     | \$250   |

## Nursing Home Crossover Claims

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

Topic #770

## Services Requiring Medicare Advantage Billing

If Wisconsin's EVS (Enrollment Verification System) indicates Medicare + Choice, the provider is required to bill the following services to the Medicare Advantage Plan before submitting claims to ForwardHealth:

- Ambulance services.
- Ambulatory surgery center services.
- Chiropractic services.
- Dental anesthesia services.
- Home health services (excluding PC (personal care) services).
- Hospital services, including inpatient or outpatient.
- Medicare-covered services.
- Osteopath services.

- Physician services.

If the EVS indicates Medicare Cost, the provider is required to bill the following services to the Medicare Advantage Plan before submitting claims to ForwardHealth:

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

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

## Other Coverage Information

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Topic #4940

### After Reporting Discrepancies

After receiving an [Other Coverage Discrepancy Report \(F-01159 \(09/12\)\)](#), ForwardHealth confirms the information and updates the member files.

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

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

Topic #4941

### Coverage Discrepancies

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

Topic #609

### Insurance Disclosure Program

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

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

Topic #610

### Maintaining Accurate and Current Records

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

- Insurance Disclosure program.
- Providers who submit an [Other Coverage Discrepancy Report \(F-01159 \(09/12\)\)](#) form.
- Member certifying agencies.
- Members.

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

Topic #4942

## Reporting Discrepancies

Providers are encouraged to report discrepancies to ForwardHealth by submitting the [Other Coverage Discrepancy Report \(F-01159 \(09/12\)\)](#) form. Providers are asked to complete the form in the following situations:

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

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

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

## Provider-Based Billing

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Topic #660

### Purpose of Provider-Based Billing

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

Topic #658

### Questions About Provider-Based Billing

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

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

Topic #661

### Receiving Notification

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

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

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

Topic #659

### Responding to ForwardHealth After 120 Days

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

| Within Claims Submission Deadlines  |  |   |
|---|--|---|
| Scenario  | Documentation Requirement  | Submission Address  |
| The provider discovers through the EVS (Wisconsin's Enrollment Verification System) that ForwardHealth has removed or ended the other health insurance coverage from the member's file. | A claim according to normal claims submission procedures (do <b>not</b> use the prepared provider-based billing claim).  | ForwardHealth<br>Claims and Adjustments<br>313 Blettner Blvd<br>Madison WI 53784  |
| The provider discovers that the member's other coverage information (i.e., enrollment dates) reported by the EVS is invalid.  | <ul style="list-style-type: none"> <li>An <a href="#">Other Coverage Discrepancy Report (F-01159 (09/12))</a> form.</li> <li>A claim according to normal claims submission procedures after verifying that the member's other coverage information has been updated by using the EVS (do <b>not</b> use the prepared provider-based billing claim).</li> </ul>   | <p>Send the Other Coverage Discrepancy Report form to the address indicated on the form.</p> <p>Send the claim to the following address:</p> <p>ForwardHealth<br/>Claims and Adjustments<br/>313 Blettner Blvd<br/>Madison WI 53784</p> |
| The other health insurance source reimburses or partially reimburses the provider-based billing claim.  | <ul style="list-style-type: none"> <li>A claim according to normal claims submission procedures (do <b>not</b> use the prepared provider-based billing claim).</li> <li>The appropriate other insurance indicator on the claim or complete and submit the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> <li>The amount received from the other health insurance source on the claim or complete and submit the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> </ul> | ForwardHealth<br>Claims and Adjustments<br>313 Blettner Blvd<br>Madison WI 53784  |
| The other health insurance source denies the provider-based billing claim.  | <ul style="list-style-type: none"> <li>A claim according to normal claims submission procedures (do <b>not</b> use the prepared provider-based billing claim).</li> <li>The appropriate other insurance indicator or Medicare disclaimer code on the claim or complete and submit the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> </ul>  | ForwardHealth<br>Claims and Adjustments<br>313 Blettner Blvd<br>Madison WI 53784  |
| The commercial health insurance carrier does not respond to an initial <b>and</b> follow-up provider-based billing claim.   | <ul style="list-style-type: none"> <li>A claim according to normal claims submission procedures (do <b>not</b> use the prepared provider-based billing claim).</li> <li>The appropriate other insurance indicator on the claim or complete and submit the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> </ul>  | ForwardHealth<br>Claims and Adjustments<br>313 Blettner Blvd<br>Madison WI 53784  |

| Beyond Claims Submission Deadlines |                           |                    |
|------------------------------------|---------------------------|--------------------|
| Scenario                           | Documentation Requirement | Submission Address |

|  |   |   |
|--|---|---|
| The provider discovers through the EVS that ForwardHealth has removed or ended the other health insurance coverage from the member's file. | <ul style="list-style-type: none"> <li>• A claim (do <b>not</b> use the prepared provider-based billing claim).</li> <li>• A <a href="#">Timely Filing Appeals Request (F-13047 (08/15))</a> form according to normal timely filing appeals procedures.</li> </ul>  | ForwardHealth<br>Timely Filing<br>Ste 50<br>313 Blettner Blvd<br>Madison WI 53784   |
| The provider discovers that the member's other coverage information (i.e., enrollment dates) reported by the EVS is invalid.               | <ul style="list-style-type: none"> <li>• An Other Coverage Discrepancy Report form.</li> <li>• <b>After</b> using the EVS to verify that the member's other coverage information has been updated, include both of the following: <ul style="list-style-type: none"> <li>◦ A claim (do <b>not</b> use the prepared provider-based billing claim.)</li> <li>◦ A Timely Filing Appeals Request form according to normal timely filing appeals procedures.</li> </ul> </li> </ul>  | <p>Send the Other Coverage Discrepancy Report form to the address indicated on the form.</p> <p>Send the timely filing appeals request to the following address:</p> <p>ForwardHealth<br/>Timely Filing<br/>Ste 50<br/>313 Blettner Blvd<br/>Madison WI 53784</p> |
| The commercial health insurance carrier reimburses or partially reimburses the provider-based billing claim.                               | <ul style="list-style-type: none"> <li>• A claim (do <b>not</b> use the prepared provider-based billing claim).</li> <li>• Indicate the appropriate other insurance indicator on the claim or complete and submit the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> <li>• Indicate the amount received from the commercial insurance on the claim or complete and submit the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> <li>• A Timely Filing Appeals Request form according to normal timely filing appeals procedures.</li> </ul>  | ForwardHealth<br>Timely Filing<br>Ste 50<br>313 Blettner Blvd<br>Madison WI 53784   |
| The other health insurance source denies the provider-based billing claim.   | <ul style="list-style-type: none"> <li>• A claim (do <b>not</b> use the prepared provider-based billing claim).</li> <li>• The appropriate other insurance indicator or Medicare disclaimer code on the claim or complete and submit the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> <li>• A Timely Filing Appeals Request form according to normal timely filing appeals procedures.</li> <li>• The Provider-Based Billing Summary.</li> <li>• Documentation of the denial, including any of the following: <ul style="list-style-type: none"> <li>◦ Remittance information from the other health insurance source.</li> <li>◦ A written statement from the other health insurance source identifying the reason for denial.</li> <li>◦ A letter from the other health insurance source indicating a policy termination date that proves that the other health insurance source paid the member.</li> <li>◦ A copy of the insurance card or other</li> </ul> </li> </ul> | ForwardHealth<br>Timely Filing<br>Ste 50<br>313 Blettner Blvd<br>Madison WI 53784   |



|  |   |   |
|--|---|---|
|  | <p>documentation from the other health insurance source that indicates that the policy provides limited coverage such as pharmacy, dental, or Medicare supplemental coverage only.</p> <ul style="list-style-type: none"> <li>• The DOS, other health insurance source, billed amount, and procedure code indicated on the documentation must match the information on the Provider-Based Billing Summary.</li> </ul> |   |
| The commercial health insurance carrier does not respond to an initial and follow-up provider-based billing claim. | <ul style="list-style-type: none"> <li>• A claim (do <b>not</b> use the prepared provider-based billing claim).</li> <li>• The appropriate other insurance indicator on the claim or complete and submit the <a href="#">Explanation of Medical Benefits form</a>, as applicable.</li> <li>• A Timely Filing Appeals Request form according to normal timely filing appeals procedures.</li> </ul>                    | ForwardHealth<br>Timely Filing<br>Ste 50<br>313 Blettner Blvd<br>Madison WI 53784 |

Topic #662

## Responding to ForwardHealth Within 120 Days

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

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

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

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

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

Topic #663

## Submitting Provider-Based Billing Claims

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

# Reimbursement for Services Provided for Accident Victims

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Topic #657

## Billing Options

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

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

However, as stated in [DHS 106.03\(8\)](#), Wis. Admin. Code, BadgerCare Plus and Wisconsin Medicaid will not reimburse providers if they receive payment from either of these sources.

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

Topic #829

## Points of Consideration

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

### Time

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

### Costs

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

Topic #826

## Seeking Payment from Settlement

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

Topic #827

## Submitting Claims to ForwardHealth

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

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

# Covered and Noncovered Services

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Archive Date:07/01/2016

## Covered and Noncovered Services:Adjunctive General Services

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Topic #2901

### An Overview

BadgerCare Plus's coverage of adjunctive general services includes the following services:

- Anesthesia.
- Professional visits.
- Unclassified treatment.
- Miscellaneous services.

Topic #2887

### Anesthesia Coverage for Children

Deep sedation, nitrous oxide inhalation, and conscious sedation (D9223, D9230, D9243, D9248) for members up to age 20 may be provided by oral surgeons and pediatric dentists. Only one of these services may be performed on the same DOS (date of service), per member.

Nitrous oxide inhalation is not reimbursable for members ages 21 and older.

Topic #2846

### Inpatient and Outpatient Hospital Services

BadgerCare Plus covers inpatient and outpatient hospitalization on an emergency and non-emergency (elective) basis for all dental services.

Hospitalization for the express purpose of controlling apprehension is not a Medicaid-reimbursable service. This policy applies to inpatient or outpatient hospital and ASCs (ambulatory surgery centers).

Examples of conditions that providers are required to document in the member's medical record when providing treatment in a hospital include, but are not limited to, the following:

- Members with physical or developmental disabilities resulting in uncontrolled behavior.
- Children who require extensive operative procedures.
- Members who are hospitalized.
- A physician requests a dental consultation.
- Geriatric patients who require monitoring of vital signs.
- Members who have a medical history of uncontrolled bleeding, severe cerebral palsy, or uncontrolled diabetes.
- Members who require extensive oral and maxillofacial procedures, such as orthognathic surgery, cleft palate surgery, or TMJ (temporomandibular joint) surgery.

Hospital calls are limited to two visits per stay and are only allowable in hospitals and ASCs.

Topic #2902

## Palliative (Emergency) Treatment

Emergency services are defined as services that must be provided immediately to relieve pain, swelling, acute infection, trismus, fever, or trauma. For BadgerCare Plus purposes, palliative (emergency) treatment is treatment of dental pain — minor procedures that do not fit into the restorative, endodontic, periodontal, or oral and maxillofacial surgery covered services described in this handbook. Palliative treatment and definitive treatment cannot be performed on the same tooth on the same DOS (date of service).

## Codes

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Topic #6717

### Administration Procedure Codes for Provider-Administered Drugs

For provider-administered drugs administered to members enrolled in BadgerCare Plus HMOs, Medicaid SSI (Supplemental Security Income) HMOs, and most special MCOs (managed care organizations), all CPT (Current Procedural Terminology) administration procedure codes should be indicated on claims submitted for reimbursement to the member's MCO.

Topic #2806

### Area of Oral Cavity Codes

BadgerCare Plus has identified allowable areas of oral cavity codes for dental services providers.

*Note:* BadgerCare Plus does not require an area of oral cavity code for all dental services.

| Area of Oral Cavity Code | Description          |
|--------------------------|----------------------|
| 01                       | Maxillary            |
| 02                       | Mandibular           |
| 10                       | Upper right quadrant |
| 20                       | Upper left quadrant  |
| 30                       | Lower left quadrant  |
| 40                       | Lower right quadrant |

Topic #2807

### Dental Hygienist Allowable Services

Dental hygienists may be reimbursed for the following procedures only:

- D0191 — Assessment of a patient.
- D1110 — Prophylaxis — adult.
- D1120 — Prophylaxis — child.
- D1206 — Topical application of fluoride varnish.
- D1208 — Topical application of fluoride.
- D1351 — Sealant — per tooth.
- D4341 — Periodontal scaling and root planing — four or more teeth per quadrant.
- D4342 — Periodontal scaling and root planing — one to three teeth per quadrant.
- D4355 — Full mouth debridement to enable comprehensive evaluation and diagnosis.
- D4910 — Periodontal maintenance.



Providers are required to obtain PA (prior authorization) for certain specified services before delivery of that service. The procedure codes that always require PA are D4341, D4342, and D4910. Procedure code D4355 requires PA when performed on children through the age of 12.

Refer to the appropriate dental service category (i.e., diagnostic, preventative, or periodontics) for coverage limitations.

Topic #2824

## Diagnosis Codes

### Current Dental Terminology Codes

Dentists are not required to indicate a diagnosis code on ADA (American Dental Association) 2012 Claim Forms, 837D (837 Health Care Claim: Dental) transactions, or on PA (prior authorization) requests with CDT (Current Dental Terminology) procedure codes.

### Other Procedure Codes

Diagnosis codes indicated on 1500 Health Insurance Claim Forms and 837P (837 Health Care Claim: Professional) transactions (and PA requests when applicable) must be from the ICD (International Classification of Diseases) coding structure. Etiology and manifestation codes may not be used as a primary diagnosis.

Providers are responsible for keeping current with diagnosis code changes. Those 1500 Health Insurance Claim Forms and 837P transactions (and PA requests when applicable) received with a CPT (Current Procedural Terminology) code but without an allowable ICD diagnosis code are denied.

Topic #2816

## Modifiers

Oral surgeons and oral pathologists submitting 1500 Health Insurance Claim forms and 837P (837 Health Care Claim: Professional) transactions with CPT (Current Procedural Terminology) codes for oral surgeries are to use modifier "80" (Assistant surgeon) on claims to designate when a provider assists at surgery.

Topic #2841

## Oral Surgery CPT Procedure Codes

Covered oral surgery services, identified by allowable CPT (Current Procedural Terminology) procedure codes, are listed in the following table. Oral surgeons, oral pathologists, and dentists electing CPT claims submission are required to indicate these codes on claims instead of the ADA (American Dental Association) oral surgery codes that do not require tooth modifiers.

This is not a complete list of CPT codes covered under BadgerCare Plus Standard Plan and Medicaid.

| Procedure Code | Description  | Allowable Modifier |
|----------------|--|--------------------|
| 15115          | Epidermal autograft, face, scalp, eyelids, mouth, neck, ears, orbits, genitalia, hands, feet, and/or multiple digits; first 100 sq cm or less, or one percent of body area of infants and children |                    |

|       |   |                        |
|-------|---|------------------------|
| 15116 | Epidermal autograft, face, scalp, eyelids, mouth, neck, ears, orbits, genitalia, hands, feet, and/or multiple digits; each additional 100 sq cm, or each additional one percent of body area of infants and children, or part thereof (List separately in addition to code for primary procedure) | 80 (Assistant surgeon) |
| 15135 | Dermal autograft, face, scalp, eyelids, mouth, neck, ears, orbits, genitalia, hands, feet, and/or multiple digits; first 100 sq cm or less, or one percent of body area of infants and children   |                        |
| 15136 | each additional 100 sq cm, or each additional one percent of body area of infants and children, or part thereof (List separately in addition to code for primary procedure)   | 80                     |
| 15155 | Tissue cultured epidermal autograft, face, scalp, eyelids, mouth, neck, ears, orbits, genitalia, hands, feet, and/or multiple digits; first 25 sq cm or less  |                        |
| 15156 | additional 1 sq cm to 75 sq cm (List separately in addition to code for primary procedure)  |                        |
| 15157 | each additional 100 sq cm, or each additional one percent of body area of infants and children, or part thereof (List separately in addition to code for primary procedure)   |                        |
| 15175 | Acellular dermal replacement, face, scalp, eyelids, mouth, neck, ears, orbits, genitalia, hands, feet, and/or multiple digits; first 100 sq cm or less, or one percent of body area of infants and children   |                        |
| 15176 | each additional 100 sq cm, or each additional one percent of body area of infants and children, or part thereof (List separately in addition to code for primary procedure)   | 80                     |
| 42325 | Fistulization of sublingual salivary cyst (ranula);   |                        |
| 42326 | with prosthesis   |                        |

Topic #2814

## Place of Service Codes for Dental Treatment

The following table lists allowable POS (place of service) codes for dental services.

| POS Code | Description                                   |
|----------|---|
| 03       | School  |
| 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              |
| 21       | Inpatient Hospital                            |
| 22       | On Campus — Outpatient Hospital               |

|    |   |
|----|---|
| 23 | Emergency Room — Hospital   |
| 24 | Ambulatory Surgical Center  |
| 31 | Skilled Nursing Facility  |
| 32 | Nursing Facility  |
| 50 | Federally Qualified Health Center                                     |
| 51 | Inpatient Psychiatric Facility  |
| 54 | Intermediate Care Facility/Individuals with Intellectual Disabilities |
| 71 | State or Local Public Health Clinic                                   |
| 72 | Rural Health Clinic   |

Topic #2449

## Place of Service Codes for Oral Surgeons

Allowable POS (place of service) codes for oral surgery services are listed in the following table.

| POS Code | Description   |
|----------|---|
| 05       | Indian Health Service Free-Standing Facility                          |
| 06       | Indian Health Service Provider-Based Facility                         |
| 07       | Tribal 638 Free-Standing Facility                                     |
| 11       | Office  |
| 12       | Home  |
| 15       | Mobile Unit   |
| 19       | Off Campus — Outpatient Hospital                                      |
| 20       | Urgent Care Facility  |
| 21       | Inpatient Hospital  |
| 22       | On Campus — Outpatient Hospital                                       |
| 23       | Emergency Room — Hospital   |
| 24       | Ambulatory Surgical Center  |
| 31       | Skilled Nursing Facility  |
| 32       | Nursing Facility  |
| 33       | Custodial Care Facility   |
| 34       | Hospice   |
| 50       | Federally Qualified Health Center                                     |
| 51       | Inpatient Psychiatric Facility  |
| 54       | Intermediate Care Facility/Individuals with Intellectual Disabilities |
| 61       | Comprehensive Inpatient Rehabilitation Facility                       |
| 71       | Public Health Clinic  |
| 72       | Rural Health Clinic   |

Topic #2808

# Standard Plan/Medicaid Diagnostic, Preventive, Restorative, Endodontics, Periodontics, General Codes

The following procedure codes are reimbursed under BadgerCare Plus and Medicaid.

## D0100-D0999 Diagnostic

Covered diagnostic services are identified by the allowable CDT (Current Dental Terminology) procedure codes listed in the following tables. Reimbursement is allowable only for services that meet all program requirements. This includes documenting the medical necessity of services in the member's medical record.

| Code  | Description of Service   | Prior Authorization? | Limitations and Requirements   |
|---|--|----------------------|--|
| <b><i>Clinical Oral Examinations</i></b>                                |  |                      |  |
| D0120   | Periodic oral evaluation   | No                   | One per six-month period, per provider, for members under the age of 21.   |
| D0140   | Limited oral evaluation — problem focused  | No                   | One per six months, per provider.  |
| D0150   | Comprehensive oral evaluation — new or established patient                             | No                   | One per three years, per provider.   |
| D0160   | Detailed and extensive oral evaluation — problem focused, by report                    | No                   | One per three years, per provider.   |
| D0170   | Re-evaluation limited, problem focused (established patient; not post-operative visit) | No                   | Allowed once per year, per provider.<br>Allowable in office or hospital POS (place of service).  |
| D0191   | Assessment of a patient  | No                   | One per six months, per provider. Code billable only by dental hygienists.   |
| <b><i>Radiographs/Diagnostic Imaging (Including Interpretation)</i></b> |  |                      |  |
| D0210   | Intraoral — complete series (radiographic image)                                       | No <sup>3</sup>      | One per three years, per provider.<br>Not billable within six months of other X-rays including D0220, D0230, D0240, D0270, D0272, D0274, and D0330 except in an emergency. <sup>1</sup><br>Panorex plus bitewings may be billed under D0210. |
| D0220   | periapical — first radiographic image  | No                   | One per day.<br>Not payable with D0210 on same DOS (date of service) or up to six months after. <sup>2</sup>   |
| D0230   | periapical — each additional radiographic image  | No                   | Up to three per day.<br>Must be billed with D0220.<br>Not payable with D0210 on same DOS or up to six months after. <sup>2</sup>   |
| D0240   | occlusal radiographic image  | No                   | Up to two per day.<br>Not payable with D0210 on same DOS.  |
| D0250   | Extraoral — first radiographic image   | No                   | <i>Emergency only</i> , one per day. <sup>1</sup>  |
| D0260   | each additional radiographic image   | No                   | <i>Emergency only</i> , only two per day. <sup>1</sup><br>Must be billed with D0250.   |

|                               |   |                 |  |
|-------------------------------|---|-----------------|--|
| D0270                         | Bitewing(s) — single radiographic image   | No              | One per day, up to two per six-month period, per provider. Not payable with D0210, D0270, D0272, D0273, or D0274 on same DOS or up to six months after. <sup>2</sup> |
| D0272                         | two radiographic images   | No              | One set of bitewings per six-month period, per provider. Not payable with D0210, D0270, D0272, D0273, or D0274 on same DOS or up to six months after. <sup>2</sup>   |
| D0273                         | three radiographic images   | No              | One set of bitewings per six-month period, per provider. Not payable with D0210, D0270, D0272, D0273, or D0274 on same DOS or up to six months after. <sup>2</sup>   |
| D0274                         | four radiographic images  | No              | One set of bitewings per six-month period, per provider. Not payable with D0210, D0270, D0272, D0273, or D0274 on same DOS or up to six months after. <sup>2</sup>   |
| D0277                         | Vertical bitewings — 7 to 8 radiographic images   | No              | <b>Only</b> for adults ages 21 and older once per 12 months. Not payable with any other bitewings on the same DOS.   |
| D0330                         | Panoramic radiographic image  | No <sup>3</sup> | One per day when another radiograph is insufficient for proper diagnosis. Not payable with D0210, D0270, D0272, D0273, or D0274.                                     |
| D0340                         | Cephalometric radiographic image  | No              | Orthodontia diagnosis only. Allowable for members up to age 20.  |
| D0350                         | Oral/facial photographic images   | No              | Allowable for members up to age 20. Allowable for orthodontia or oral surgery.   |
| <b>Tests and Examinations</b> |   |                 |  |
| D0470                         | Diagnostic casts  | No              | Orthodontia diagnosis only. Allowed with PA (prior authorization) for members ages 21 and over, at BadgerCare Plus's request (e.g., for dentures).                   |
| D0486                         | Laboratory accession of transepithelial cytologic sample, microscopic examination, preparation and transmission of written report | No              | None.  |
| D0999                         | Unspecified diagnostic procedure, by report   | Yes             | HealthCheck "Other Service." Use this code for up to two additional oral exams per year with a HealthCheck referral. Allowable for members ages 13-20.               |

<sup>1</sup> Retain records in member files regarding nature of emergency.

<sup>2</sup> Six-month limitation may be exceeded in an emergency.

<sup>3</sup> The same DOS limitation may not be exceeded in an emergency.

## D1000-D1999 Preventive

Covered preventive services are identified by the allowable CDT procedure codes listed in the following table. Reimbursement is allowable only for services that meet all program requirements. This includes documenting the medical necessity of services in the member's medical record.

| Code | Description of Service | Prior Authorization? | Limitations and Requirements |
|------|------------------------|----------------------|------------------------------|
|------|------------------------|----------------------|------------------------------|

**Dental Prophylaxis**

|       |                     |    |  |
|-------|---------------------|----|--|
| D1110 | Prophylaxis — adult | No | One per 12-month period, per provider, for ages 21 and older.<br>One per six-month period, per provider, for ages 13-20.<br><b>Allowable for members ages 13 or older.</b><br>Not payable with periodontal scaling and root planing or periodontal maintenance procedure.<br><i>Special Circumstances: Up to four per 12-month period, per provider, for permanently disabled member.</i><br><i>Retain documentation of disability that impairs ability to maintain oral hygiene.</i><br><i>Allowable for Medicaid-enrolled dental hygienists.</i> |
| D1120 | child               | No | One per six-month period, per provider.<br><b>Allowable for members up to age 12.</b><br><i>Special Circumstances: Up to four per 12-month period, per provider, for permanently disabled members.</i><br><i>Retain documentation of disability that impairs ability to maintain oral hygiene.</i><br><i>Allowable for Medicaid-enrolled dental hygienists.</i>  |

**Topical Fluoride Treatment (Office Procedure)**

|       |   |    |  |
|-------|---|----|--|
| D1206 | Topical application of fluoride varnish | No | Up to two times per 12-month period for members between 0-20 years of age.<br>Once per 12-month period for members 21 years of age and older.<br>Up to four times per 12-month period for a member who has an oral hygiene-impairing disability.<br><i>Retain documentation of disability that impairs ability to maintain oral hygiene.</i><br>Up to four times per 12-month period for a member with a high caries risk.<br><i>Retain documentation of member's high caries risk.</i><br>Per CDT, not used for desensitization.<br>Not payable with periodontal scaling and root planing.<br><i>Allowable for Medicaid-enrolled dental hygienists.</i> |
| D1208 | Topical application of fluoride         | No | Up to two times per 12-month period for members between 0-20 years of age.<br>Once per 12-month period for members 21 years of age and older.<br>Up to four times per 12-month period for a member who has an oral hygiene-impairing disability.<br><i>Retain documentation of disability that impairs ability to maintain oral hygiene.</i><br>Up to four times per 12-month period for a member with a high caries risk.<br><i>Retain documentation of member's high caries risk.</i><br>Not payable with periodontal scaling and root planing.<br><i>Allowable for Medicaid-enrolled dental hygienists.</i>   |

**Other Preventive Services**

|       |                     |    |  |
|-------|---------------------|----|--|
| D1351 | Sealant — per tooth | No | Retain documentation regarding medical necessity of sealants placed on teeth <i>other than</i> permanent molars (1, 4-13, 16, 17, 20-29, 32, 51-82, A-T, AS-TS). |
|-------|---------------------|----|--|

|   |                                     |    |   |
|---|-------------------------------------|----|---|
|   |                                     |    | <b>Allowable for members up to age 20.</b><br>Narrative required in order to exceed once per three-year limitation.<br><i>Allowable for Medicaid-enrolled dental hygienists.</i>  |
| <b>Space Maintenance (Passive Appliances)</b> |                                     |    |   |
| D1510   | Space maintainer — fixed unilateral | No | First and second primary molar only (tooth letters A, B, I, J, K, L, S, and T only).<br>Limited to four per DOS; once per year, per tooth.<br>Narrative required to exceed frequency limitation.<br>Allowable for members up to age 20. |
| D1515   | fixed bilateral                     | No | Once per year, per arch.<br>Narrative required to exceed frequency limitation.<br>Allowable for members up to age 20.<br>Applicable area of the oral cavity (either 01 [maxillary] or 02 [mandibular]) required on claim form.          |
| D1550   | Recementation of space maintainer   | No | Limited to two per DOS.<br>Allowable for members up to age 20.  |
| D1555   | Removal of fixed space maintainer   | No |   |

## D2000-D2999 Restorative

Covered restorative services are identified by the allowable CDT procedure codes listed in the following table. Reimbursement is allowable only for services that meet all program requirements. This includes documenting the medical necessity of services in the member's medical record.

| Code   | Description of Service                      | Prior Authorization? | Limitations and Requirements   |
|--|---|----------------------|--|
| <b>Amalgam Restorations (Including Polishing)</b>  |   |                      |  |
| D2140  | Amalgam — one surface, primary or permanent | No                   | Primary teeth: Once per tooth, per year, per provider <sup>1</sup> (tooth letters A-T and AS-TS only).<br>Permanent teeth: Once per tooth, per three years, per provider <sup>1</sup> (tooth numbers 1-32 and 51-82 only). |
| D2150  | two surfaces, primary or permanent          | No                   | Primary teeth: Once per tooth, per year, per provider <sup>1</sup> (tooth letters A-T and AS-TS only).<br>Permanent teeth: Once per tooth, per three years, per provider <sup>1</sup> (tooth numbers 1-32 and 51-82 only). |
| D2160  | three surfaces, primary or permanent        | No                   | Primary teeth: Once per tooth, per year, per provider <sup>1</sup> (tooth letters A-T and AS-TS only).<br>Permanent teeth: Once per tooth, per three years, per provider <sup>1</sup> (tooth numbers 1-32 and 51-82 only). |
| D2161  | four or more surfaces, primary or permanent | No                   | Primary teeth: Once per tooth, per year, per provider <sup>1</sup> (tooth letters A-T and AS-TS only).<br>Permanent teeth: Once per tooth, per three years, per provider <sup>1</sup> (tooth numbers 1-32 and 51-82 only). |
| <b>Resin-Based Composite Restorations — Direct</b> |   |                      |  |
| D2330  | Resin — one surface, anterior               | No                   | Primary teeth: Once per tooth, per year, per provider. <sup>1</sup><br>Permanent teeth: Once per tooth, per three years, per   |



|       |   |    |   |
|-------|---|----|---|
|       |   |    | <p>provider.<sup>1</sup></p> <p>Allowed for Class I and Class V only (tooth numbers 6-11, 22-27, C-H, M-R, 56-61, 72-77, CS-HS, and MS-RS only).</p>  |
| D2331 | two surfaces, anterior                                      | No | <p>Primary teeth: Once per tooth, per year, per provider.<sup>1</sup></p> <p>Permanent teeth: Once per tooth, per three years, per provider.<sup>1</sup></p> <p>Allowed for Class III only (tooth numbers 6-11, 22-27, C-H, M-R, 56-61, 72-77, CS-HS, and MS-RS only).</p>  |
| D2332 | three surfaces, anterior                                    | No | <p>Primary teeth: Once per tooth, per year, per provider.<sup>1</sup></p> <p>Permanent teeth: Once per tooth, per three years, per provider.<sup>1</sup></p> <p>Allowed for Class III and Class IV only (tooth numbers 6-11, 22-27, C-H, M-R, 56-61, 72-77, CS-HS, and MS-RS only).</p>   |
| D2335 | four or more surfaces or involving incisal angle (anterior) | No | <p>Primary teeth: Once per tooth, per year, per provider.<sup>1</sup></p> <p>Permanent teeth: Once per tooth, per three years, per provider.<sup>1</sup></p> <p>Allowed for Class IV only (tooth numbers 6-11, 22-27, C-H, M-R, 56-61, 72-77, CS-HS, and MS-RS only).</p> <p>Must include incisal angle.</p> <p>Four surface resins may be billed under D2332, unless an incisal angle is included.</p> |
| D2390 | Resin-based composite crown, anterior                       | No | <p>Primary teeth: Once per year, per tooth (tooth letters D-G, DS-GS only).</p> <p>Permanent teeth: Once per five years, per tooth (tooth numbers 6-11, 22-27, 56-61, 72-77 only.) Limitation can be exceeded with narrative for children<sup>1</sup>, and with PA for adults greater than age 20.<sup>2</sup></p>  |
| D2391 | Resin-based composite — one surface, posterior              | No | <p>Primary teeth: Once per year, per provider, per tooth<sup>1</sup> (tooth letters A, B, I, J, K, L, S, T, AS, BS, IS, JS, KS, LS, SS, and TS only).</p> <p>Permanent teeth: Once per three years, per provider, per tooth<sup>1</sup> (tooth numbers 1-5, 12-21, 28-32, 51-55, 62-71, and 78-82 only).</p>  |
| D2392 | Resin-based composite — two surfaces, posterior             | No | <p>Primary teeth: Once per year, per provider, per tooth<sup>1</sup> (tooth letters A, B, I, J, K, L, S, T, AS, BS, IS, JS, KS, LS, SS, and TS only).</p> <p>Permanent teeth: Once per three years, per provider, per tooth<sup>1</sup> (tooth numbers 1-5, 12-21, 28-32, 51-55, 62-71, and 78-82 only).</p>  |
| D2393 | Resin-based composite — three surfaces, posterior           | No | <p>Primary teeth: Once per year, per provider, per tooth<sup>1</sup> (tooth letters A, B, I, J, K, L, S, T, AS, BS, IS, JS, KS, LS, SS, and TS only).</p> <p>Permanent teeth: Once per three years, per provider, per tooth<sup>1</sup> (tooth numbers 1-5, 12-21, 28-32, 51-55, 62-71, and 78-82 only).</p>  |
| D2394 | Resin-based composite — four or                             | No | <p>Primary teeth: Once per year, per provider, per tooth<sup>1</sup> (tooth</p>   |



|  |   |    |   |
|--|---|----|---|
|  | more surfaces, posterior  |    | letters A, B, I, J, K, L, S, T, AS, BS, IS, JS, KS, LS, SS, and TS only).<br>Permanent teeth: Once per three years, per provider, per tooth <sup>1</sup> (tooth numbers 1-5, 12-21, 28-32, 51-55, 62-71, and 78-82 only).   |
| <b>Crowns — Single Restorations Only</b> |   |    |   |
| D2791                                    | Crown — full cast predominantly base metal                          | No | Once per year, per primary tooth; once per five years, per permanent tooth <sup>2</sup> (tooth numbers 1-32, A-T, 51-82, and AS-TS.) Reimbursement is limited to the rate of code D2933.<br>Upgraded crown. No dentist is obligated to complete this type of crown.   |
| <b>Other Restorative Services</b>        |   |    |   |
| D2910                                    | Recement inlay, onlay or partial coverage restoration               | No | Tooth numbers 1-32, 51-82 only.   |
| D2915                                    | Recement cast or prefabricated post and core                        | No | Tooth numbers 1-32, A-T, 51-82, AS-TS.  |
| D2920                                    | Recement crown  | No | Tooth numbers 1-32, A-T, 51-82, AS-TS.  |
| D2929                                    | Prefabricated porcelain/ceramic crown — primary tooth               | No | Once per year, per tooth (tooth letters, A-T and AS-TS only). <sup>2</sup>  |
| D2930                                    | Prefabricated stainless steel crown — primary tooth                 | No | Once per year, per tooth (tooth letters, A-T and AS-TS only). <sup>2</sup>  |
| D2931                                    | permanent tooth   | No | Once per five years, per tooth (tooth numbers 1-32 and 51-82 only).   |
| D2932                                    | Prefabricated resin crown   | No | Primary teeth: Once per year, per tooth (tooth letters D-G and DS-GS only).<br>Permanent teeth: Once per five years, per tooth (tooth numbers 6-11, 22-27, 56-61, and 72-77 only.) Limitation can be exceeded with narrative for children <sup>1</sup> , and with PA for adults older than age 20. <sup>2</sup> |
| D2933                                    | Prefabricated stainless steel crown with resin window               | No | Primary teeth: Once per year, per tooth (tooth letters D-G, DS-GS only).<br>Permanent teeth: Once per five years, per tooth (tooth numbers 6-11 and 56-61 only.) Limitation can be exceeded with narrative for children <sup>1</sup> , and with PA for adults older than age 20. <sup>2</sup>                   |
| D2934                                    | Prefabricated esthetic coated stainless steel crown — primary tooth | No | Once per year, per tooth.<br>Allowable age less than 21.<br>Tooth letters D-G and DS-GS only.   |
| D2940                                    | Protective restoration  | No | Not allowed with pulpotomies, permanent restorations, or endodontic procedures (tooth numbers 1-32, A-T, 51-82, and AS-TS).   |
| D2951                                    | Pin retention — per tooth, in addition to restoration               | No | Once per three years, per tooth (tooth numbers 1-32 and 51-82 only). <sup>1</sup>   |
| D2952                                    | Post and core in addition to crown, indirectly fabricated           | No | Once per tooth, per lifetime, per provider.<br>Tooth numbers 2-15, 18-31, 52-65, and 68-81 only.<br>Cannot be billed with D2954.  |

|       |   |     |  |
|-------|---|-----|--|
| D2954 | Prefabricated post and core in addition to crown                                      | No  | Once per tooth, per lifetime, per provider.<br>Tooth numbers 2-15, 18-31, 52-65, and 68-81 only.<br>Cannot be billed with D2952. |
| D2971 | Additional procedures to construct new crown under existing partial denture framework | No  | Tooth numbers 2-15 and 18-31 only.   |
| D2999 | Unspecified restorative procedure, by report  | Yes | HealthCheck "Other Service." Use this code for single-unit crown.<br>Allowable for members ages 0-20.                            |

<sup>1</sup> Limitation may be exceeded if narrative on claim demonstrates medical necessity for replacing a properly completed filling, crown, or adding a restoration on any tooth surface. Limitation may be exceeded for non-prior authorized crowns by indicating medical necessity.

<sup>2</sup> Frequency limitation may be exceeded only with PA.

## D3000-D3999 Endodontics

Covered endodontic services are identified by the allowable CDT procedure codes listed in the following table. Reimbursement is allowable only for services that meet all program requirements. This includes documenting the medical necessity of services in the member's medical record.

| Code  | Description of Service  | Prior Authorization? | Limitations and Requirements  |
|---|---|----------------------|---|
| <b><i>Pulpotomy</i></b>   |   |                      |   |
| D3220   | Therapeutic pulpotomy (excluding final restoration) removal of pulp coronal to the dentinocemental junction and application of medicament | No                   | Once per tooth, per lifetime.<br>Primary teeth only (tooth letters A-T and AS-TS only).   |
| D3221   | Pulpal debridement, primary and permanent teeth   | No                   | Allowable for tooth numbers 2-15, 18-31, 52-65, and 68-81 only.<br>For primary teeth, use D3220.<br>Not to be used by provider completing endodontic treatment.   |
| D3222   | Partial pulpotomy for apexogenesis — permanent tooth with incomplete root development   | No                   | Allowable for members through age 12  |
| <b><i>Endodontic Therapy (Including Treatment Plan, Clinical Procedures and Follow-Up Care)</i></b> |   |                      |   |
| D3310   | Endodontic therapy, anterior tooth (excluding final restoration)  | No (see limitations) | Normally for permanent anterior teeth.<br>May be used to bill a single canal on a bicuspid or molar (tooth numbers 2-15, 18-31, 52-65, and 68-81 only, once per tooth, per lifetime).<br>Not allowed with sedative filling.<br>Root canal therapy on four or more teeth require PA. |
| D3320   | bicuspid tooth (excluding final restoration)  | No (see limitations) | Normally for permanent bicuspid teeth.<br>May be used to bill two canals on a bicuspid or molar (tooth numbers 2-5, 12-15, 18-21, 28-31, 52-55, 62-65, 68-71, and 78-81 only, once per tooth, per lifetime).<br>Not allowed with sedative filling.                                  |

|   |  |                 |  |
|---|--|-----------------|--|
|   |  |                 | Root canal therapy on four or more teeth require PA.   |
| D3330   | molar (excluding final restoration)  | Yes, if age >20 | Not covered for third molars.<br>Permanent teeth only (tooth numbers 2, 3, 14, 15, 18, 19, 30, 31, 53, 54, 64, 65, 68, 69, 80, and 81 only, once per tooth, per lifetime).<br>Not allowed with sedative filling.<br>Root canal therapy on four or more teeth require PA. |
| <b>Apexification/Recalcification Procedures</b> |  |                 |  |
| D3351   | Apexification/recalcification/pulpal regeneration — initial visit (apical closure/calcific repair of perforations, root resorption, pulp space disinfection, etc.) | No              | Permanent teeth only (tooth numbers 2-15, 18-31, 52-65, 68-81 only).<br>Not allowable with root canal therapy.<br>Bill the entire procedure under this code.<br>Allowable for members ages less than 21.   |
| <b>Apicoectomy/Periradicular Services</b>       |  |                 |  |
| D3410   | Apicoectomy/periradicular surgery — anterior   | No              | Permanent anterior teeth only (tooth numbers 6-11, 22-27, 56-61, and 72-77 only).<br>Not payable with root canal therapy on the same DOS.<br>Code does not include retrograde filling (D3430), which may be billed separately.   |
| D3430   | Retrograde filling — per root  | No              | Permanent anterior teeth only (tooth numbers 6-11, 22-27, 56-61, and 72-77 only).<br>Not payable with root canal therapy on the same DOS.  |

## D4000-D4999 Periodontics

Covered periodontal services are identified by the allowable CDT procedure codes listed in the following table. Reimbursement is allowable only for services that meet all program requirements. This includes documenting the medical necessity of services in the member's medical record.

| Code  | Description of Service   | Prior Authorization? | Limitations and Requirements   |
|---|--|----------------------|--|
| <b>Surgical Services (Including Usual Postoperative Care)</b> |  |                      |  |
| D4210   | Gingivectomy or gingivoplasty — four or more contiguous teeth or tooth bounded spaces per quadrant | Yes                  | Allowable area of oral cavity codes: 10 (upper right), 20 (upper left), 30 (lower left), and 40 (lower right).   |
| D4211   | one to three contiguous teeth or tooth bounded spaces per quadrant                                 | Yes                  | Allowable area of oral cavity codes: 10 (upper right), 20 (upper left), 30 (lower left), and 40 (lower right).   |
| <b>Non-Surgical Periodontal Service</b>                       |  |                      |  |
| D4341   | Periodontal scaling and root planing — four or more teeth per quadrant                             | Yes                  | Allowable area of oral cavity codes: 10 (upper right), 20 (upper left), 30 (lower left), and 40 (lower right).<br>Allowable for members ages 13 and older.<br>Limited in most circumstances to once per three years per quadrant.<br>Up to four quadrants per DOS are allowed when provided in hospital or ASC (ambulatory surgical center) POS.<br>Limited to two quadrants per DOS when provided in an office, home, ECF (extended-care facility), or other POS, unless the PA request provides sound medical or other logical reasons, including long distance travel to the dentist or |

|                                   |   |                      |  |
|-----------------------------------|---|----------------------|--|
|                                   |   |                      | disability, which makes travel to the dentist difficult, for up to four quadrants per DOS.<br>Not payable with prophylaxis or a fluoride treatment.  |
| D4342                             | one to three teeth, per quadrant  | Yes                  | Allowable area of oral cavity codes: 10 (upper right), 20 (upper left), 30 (lower left), and 40 (lower right).<br>Allowable for members ages 13 and older.<br>Limited in most circumstances to once per three years per quadrant.<br>Up to four quadrants per DOS are allowed when provided in a hospital or ASC POS.<br>Limited to two quadrants per DOS when provided in an office, home, ECF, or other POS, unless the PA request provides sound medical or other logical reasons, including long distance travel to the dentist or disability, which makes travel to the dentist difficult, for up to four quadrants per DOS.<br>Not payable with prophylaxis or a fluoride treatment. |
| D4355                             | Full mouth debridement to enable comprehensive evaluation and diagnosis | No (see limitations) | Full mouth code.<br>Excess calculus must be evident on an X-ray.<br>One per three years, per provider.<br>Billed on completion date only.<br>May be completed in one long appointment.<br>No other periodontal treatment (D4341, D4342, or D4910) can be authorized immediately after this procedure.<br>Includes tooth polishing.<br>Not payable with prophylaxis.<br>Allowable for members ages 13 and older.<br>Allowable with PA for members ages 0-12.  |
| <b>Other Periodontal Services</b> |   |                      |  |
| D4910                             | Periodontal maintenance   | Yes                  | PA may be granted up to three years.<br>Not payable with prophylaxis.<br>Once per year in most cases.<br>Allowable for members ages 13 and older.  |
| D4999                             | Unspecified periodontal procedure, by report                            | Yes                  | HealthCheck "Other Service." Use this code for unspecified surgical procedure with a HealthCheck referral.<br>Allowable for members up to age 20.  |

## D9000-D9999 Adjunctive General Services

Covered adjunctive general services are identified by the allowable CDT procedure codes listed in the following table. Reimbursement is allowable only for services that meet all program requirements. This includes documenting the medical necessity of services in the member's medical record.

| Code                          | Description of Service   | Prior Authorization? | Limitations and Requirements  |
|-------------------------------|--|----------------------|---|
| <b>Unclassified Treatment</b> |  |                      |   |
| D9110                         | Palliative (emergency) treatment of dental pain — minor procedures | No                   | Not payable immediately before or after surgery.<br>Emergency only.<br>Limit of \$62.50 reimbursement per DOS for all emergency procedures done on a single DOS.<br>Narrative required to override limitations. |

|                               |  |                       |  |
|-------------------------------|--|-----------------------|--|
| <b>Anesthesia</b>             |  |                       |  |
| D9223                         | Deep sedation/general anesthesia — each 15 minute increment                      | Yes (see limitations) | <p>PA not required in the following circumstances:</p> <ol style="list-style-type: none"> <li>1. For hospital or ASC POS.</li> <li>2. In an emergency.<sup>1</sup></li> <li>3. For children (ages 0-20), when performed by an oral surgeon or pediatric dentist.</li> </ol> <p>Reimbursement maximum is 30 minutes (two 15-minute unit increments).<br/>Not billable to the member.<br/>Bill only D9223 for general anesthesia.<br/>Not payable with D9230, D9243, or D9248.</p> |
| D9230                         | Inhalation of nitrous oxide/analgesia, anxiolysis                                | No                    | <p>Allowable for children (ages 0-20), when performed by an oral surgeon or pediatric dentist.<br/>Not payable with D9223, D9243, or D9248.</p>  |
| D9243                         | Intravenous moderate [conscious] sedation/analgesia — each 15 minute increment   | Yes (see limitations) | <ul style="list-style-type: none"> <li>• For hospital or ASC POS.</li> <li>• In an emergency.<sup>1</sup></li> <li>• For children (ages 0-20), when performed by an oral surgeon or pediatric dentist.</li> </ul> <p>Reimbursement maximum is 30 minutes (two 15-minute unit increments).<br/>Not billable to the member.<br/>Bill only D9243 for intravenous sedation.<br/>Not payable with D9223, D9230, or D9248.</p>   |
| D9248                         | Non-intravenous conscious sedation   | Yes (see limitations) | <p>PA not required for children (ages 0-20), when performed by an oral surgeon or pediatric dentist.<br/>Not analgesia.<br/>Not payable with D9223, D9230, or D9243.<br/>Not inhalation of nitrous oxide.</p>  |
| <b>Professional Visits</b>    |  |                       |  |
| D9410                         | House/extended care facility call  | No                    | <p>Reimbursed for professional visits to nursing homes and skilled nursing facilities.<br/>Only reimbursed for claims that indicate POS code 31 (skilled nursing facility) or 32 (nursing home).<br/>Service is limited to once every 333 days per member.<br/>Service must be performed by a Medicaid-enrolled dentist.</p>   |
| D9420                         | Hospital call or ambulatory surgical center call                                 | No                    | <p>Up to two visits per stay.<br/>Only allowable in hospital and ASC POS.</p>  |
| <b>Drugs</b>                  |  |                       |  |
| D9610                         | Therapeutic parenteral drug, single administration                               | No                    |  |
| D9612                         | Therapeutic parenteral drugs, two or more administrations, different medications | No                    |  |
| <b>Miscellaneous Services</b> |  |                       |  |
| D9910                         | Application of desensitizing medicament  | No                    | <p>Tooth numbers 1-32, A-T, 51-82, and AS-TS.<br/>Limit of \$62.50 reimbursement per DOS for all emergency</p>   |

|       |   |     |   |
|-------|---|-----|---|
|       |   |     | procedures done on a single DOS.<br>Narrative required to override limitations.<br>Not payable immediately before or after surgery, or<br>periodontal procedures (D4210, D4211, D4341, D4342,<br>D4355, D4910).<br>Cannot be billed for routine fluoride treatment.<br><i>Emergency only.</i> |
| D9999 | Unspecified adjunctive procedure, by report | Yes | HealthCheck "Other Service." Use this code for unspecified non-surgical procedures with a HealthCheck referral.   |

<sup>1</sup>Retain records in member files regarding nature of emergency.

Topic #2818

## Standard Plan/Medicaid Prosthodontics, Maxillofacial Prosthetics, Maxillofacial Surgery, and Orthodontics

The following procedure codes are covered under BadgerCare Plus and Medicaid.

### D5000-D5899 Prosthodontics, Removable

Covered removable prosthodontic services are identified by the allowable CDT (Current Dental Terminology) procedure codes listed in the following table. Medicaid reimbursement is allowable only for services that meet all program requirements. This includes documenting the medical necessity of services in the member's medical record.

| Code   | Description of Service   | Prior Authorization | Limitations and Requirements  |
|--|--|---------------------|---|
| <b><i>Complete Dentures (Including Routine Post-Delivery Care)</i></b> |  |                     |   |
| D5110  | Complete denture — maxillary   | Yes                 | Allowed once per five years. <sup>1, 2</sup>  |
| D5120  | mandibular   | Yes                 | Allowed once per five years. <sup>1, 2</sup>  |
| <b><i>Partial Dentures (Including Routine Post-Delivery Care)</i></b>  |  |                     |   |
| D5211  | Maxillary (upper) partial denture; resin base (including any conventional clasps, rests and teeth)                             | Yes                 | Allowed once per five years. <sup>1, 2</sup>  |
| D5212  | Mandibular (lower) partial denture; resin base (including any conventional clasps, rests and teeth)                            | Yes                 | Allowed once per five years. <sup>1, 2</sup>  |
| D5213  | Maxillary partial denture; cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)  | Yes                 | Allowed once per five years. <sup>1, 2</sup> Reimbursement is limited to reimbursement for D5211. Upgraded partial denture. No dentist is obligated to complete this type of partial. |
| D5214  | Mandibular partial denture; cast metal framework with resin denture bases (including any conventional clasps, rests and teeth) | Yes                 | Allowed once per five years. <sup>1, 2</sup> Reimbursement is limited to reimbursement for D5212. Upgraded partial denture. No dentist is obligated to complete this type of partial. |
| D5225  | Maxillary partial denture — flexible   | Yes                 | Allowed once per five years. <sup>1, 2</sup>  |

|  |  |     |   |
|--|--|-----|---|
|  | base (including any clasps, rests and teeth)                                       |     |   |
| D5226                                      | Mandibular partial denture — flexible base (including any clasps, rests and teeth) | Yes | Allowed once per five years. <sup>1, 2</sup>  |
| <b><i>Repairs to Complete Dentures</i></b> |  |     |   |
| D5510                                      | Repair broken complete denture base  | No  | Combined maximum reimbursement limit per six months for repairs.<br>Requires an area of oral cavity code (01=Maxillary or 02=Mandibular) in the appropriate element of the claim form.  |
| D5520                                      | Replace missing or broken teeth — complete denture (each tooth)                    | No  | Combined maximum reimbursement limit per six months for repairs.<br>Requires an area of oral cavity code (01=Maxillary or 02=Mandibular) in the appropriate element of the claim form.  |
| <b><i>Repairs to Partial Dentures</i></b>  |  |     |   |
| D5610                                      | Repair resin denture base  | No  | Limited to once per DOS.<br>Combined maximum reimbursement limit per six months for repairs.<br>Requires an area of oral cavity code (01=Maxillary or 02=Mandibular) in the appropriate element of the claim form.                    |
| D5620                                      | Repair cast framework  | No  | Combined maximum reimbursement limit per six months for repairs.<br>Requires an area of oral cavity code (01=Maxillary or 02=Mandibular) in the appropriate element of the claim form.  |
| D5630                                      | Repair or replace broken clasp — per tooth   | No  | Combined maximum reimbursement limit per six months for repairs.<br>Requires an area of oral cavity code (01=Maxillary or 02=Mandibular) in the appropriate element of the claim form.<br>Requires tooth numbers on claim submission. |
| D5640                                      | Replace broken teeth — per tooth   | No  | Combined maximum reimbursement limit per six months for repairs.<br>Requires an area of oral cavity code (01=Maxillary or 02=Mandibular) in the appropriate element of the claim form.  |
| D5650                                      | Add tooth to existing partial denture  | No  | Combined maximum reimbursement limit per six months for repairs.<br>Requires an area of oral cavity code (01=Maxillary or 02=Mandibular) in the appropriate element of the claim form.  |
| D5660                                      | Add clasp to existing partial denture — per tooth                                  | No  | Combined maximum reimbursement limit per six months for repairs.<br>Requires an area of oral cavity code (01=Maxillary or 02=Mandibular) in the appropriate element of the claim form.<br>Requires tooth numbers on claim submission. |
| D5670                                      | Replace all teeth and acrylic on cast metal framework (maxillary)                  | Yes | Combined maximum reimbursement limit per six months for repairs.<br>Requires area of oral cavity code 01=Maxillary in the appropriate element of the claim form.  |
| D5671                                      | Replace all teeth and acrylic on cast metal framework (mandibular)                 | Yes | Combined maximum reimbursement limit per six months for repairs.<br>Requires area of oral cavity code 02=Mandibular in the  |



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|   |   |    | appropriate element of the claim form.   |
| <b><i>Denture Reline Procedures</i></b> |   |    |  |
| D5750                                   | Reline complete maxillary denture (laboratory)  | No | Allowed once per three years. <sup>1</sup><br>Retain documentation of medical necessity. |
| D5751                                   | Reline complete mandibular denture (laboratory) | No | Allowed once per three years. <sup>1</sup><br>Retain documentation of medical necessity. |
| D5760                                   | Reline maxillary partial denture (laboratory)   | No | Allowed once per three years. <sup>1</sup><br>Retain documentation of medical necessity. |
| D5761                                   | Reline mandibular partial denture (laboratory)  | No | Allowed once per three years. <sup>1</sup><br>Retain documentation of medical necessity. |

<sup>1</sup> Frequency limitation may be exceeded in exceptional circumstances with written justification on PA (prior authorization) request.

<sup>2</sup> Healing period of six weeks required after last extraction prior to taking impressions for dentures, unless shorter period approved in PA.

## D5900-D5999 Maxillofacial Prosthetics

Covered maxillofacial prosthetics are identified by the allowable CDT procedure codes listed in the following table. Medicaid reimbursement is allowable only for services that meet all program requirements. This includes documenting the medical necessity of services in the member's medical record.

| Code  | Description of Service                          | Prior Authorization? | Limitations and Requirements  |
|-------|---|----------------------|---|
| D5932 | Obturator prosthesis, definitive                | No                   | Allowed once per six months. <sup>1</sup><br>Retain documentation of medical necessity.                     |
| D5955 | Palatal lift prosthesis, definitive             | No                   | Allowed once per six months. <sup>1</sup><br>Retain documentation of medical necessity.                     |
| D5991 | Topical medicament carrier                      | No                   |   |
| D5999 | Unspecified maxillofacial prosthesis, by report | Yes                  | For medically necessary removable prosthodontic procedures not listed.<br>Lab bills and narrative required. |

<sup>1</sup> Frequency limitation may be exceeded in exceptional circumstances with written justification on PA request.

## D6200-D6999 Prosthodontics, Fixed

Covered fixed prosthodontic services are identified by the allowable CDT procedure codes listed in the following table. Medicaid reimbursement is allowable only for services that meet all program requirements. This includes documenting the medical necessity of services in the member's medical record.

| Code  | Description of Service                 | Prior Authorization? | Limitations and Requirements                              |
|---|--|----------------------|---|
| <b><i>Fixed Partial Denture Pontics</i></b> |  |                      |   |
| D6211                                       | Pontic — cast predominantly base metal | Yes                  | Permanent teeth only (tooth numbers 1-32 and 51-82 only). |



|  |  |     |   |
|--|--|-----|---|
| D6241  | Pontic — porcelain fused to predominantly base metal         | Yes | Permanent teeth only (tooth numbers 1-32 and 51-82 only).             |
| <b>Fixed Partial Denture Retainers — Inlays/Onlays</b> |  |     |   |
| D6545  | Retainer; cast metal for resin bonded fixed prosthesis       | Yes | Tooth numbers 1-32, 51-82 only.                                       |
| <b>Fixed Partial Denture Retainers — Crowns</b>        |  |     |   |
| D6751  | Retainer crown — porcelain fused to predominantly base metal | Yes | Permanent teeth only (tooth numbers 1-32 and 51-82 only).             |
| D6791  | full cast predominantly base metal                           | Yes | Permanent teeth only (tooth numbers 1-32 and 51-82 only).             |
| <b>Other Fixed Partial Denture Services</b>            |  |     |   |
| D6930  | Recement fixed partial denture                               | No  |   |
| D6940  | Stress breaker   | Yes | Copy of lab bill required.  |
| D6980  | Fixed partial denture repair, by report                      | Yes | Copy of lab bill required.  |
| D6985  | Pediatric partial denture, fixed                             | No  | Allowable up to age 12.<br>Retain documentation of medical necessity. |

## D7000-D7999 Oral and Maxillofacial Surgery

Covered oral and maxillofacial surgery services are identified by the allowable CDT procedure codes listed in the following table. Medicaid reimbursement is allowable only for services that meet all program requirements. This includes documenting the medical necessity of services in the member's medical record.

| Code   | Description of Service   | Prior Authorization? | Limitations and Requirements   |
|--|--|----------------------|--|
| <b>Extractions (Includes local anesthesia, suturing, if needed, and routine postoperative care)</b>          |  |                      |  |
| D7111  | Extraction, coronal remnants — deciduous tooth   | No                   | Allowed only once per tooth.<br>Primary teeth only (tooth letters A-T and AS-TS only).<br>Not payable same DOS as D7250 for same tooth letter.   |
| D7140  | Extraction, erupted tooth or exposed root (elevation and/or forceps removal)   | No                   | Allowed only once per tooth (tooth numbers 1-32, A-T, 51-82 and AS-TS).<br>Not payable same DOS as D7250 for same tooth number.  |
| <b>Surgical Extractions (Includes local anesthesia, suturing, if needed, and routine postoperative care)</b> |  |                      |  |
| D7210  | Surgical removal of erupted tooth requiring elevation of mucoperiosteal flap and removal of bone and/or section of tooth | No                   | Allowed only once per tooth.<br>Covered when performing an emergency service or for orthodontia (tooth numbers 1-32, A-T, 51-82 and AS-TS). <sup>1</sup><br>Not payable same DOS as D7250 for same tooth number.     |
| D7220  | Removal of impacted tooth — soft tissue  | No                   | Allowed only once per tooth.<br>Covered when performing an emergency service or for orthodontia (tooth numbers 1-32, A-T, 51-82 and AS-TS). <sup>1</sup><br>Not payable same DOS as D7250 for the same tooth number. |
| D7230  | partially bony   | No                   | Allowed only once per tooth.<br>Covered when performing an emergency service or for  |

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|  |  |    | orthodontia (tooth numbers 1-32, A-T, 51-82 and AS-TS). <sup>1</sup><br>Not payable same DOS as D7250 for the same tooth number.   |
| D7240  | completely bony  | No | Allowed only once per tooth.<br>Covered when performing an emergency service or for orthodontia (tooth numbers 1-32, A-T, 51-82 and AS-TS). <sup>1</sup><br>Not payable same DOS as D7250 for the same tooth number. |
| D7241  | completely bony, with unusual surgical complications                                 | No | Allowed only once per tooth.<br>Covered when performing an emergency service or for orthodontia (tooth numbers 1-32, A-T, 51-82 and AS-TS). <sup>1</sup><br>Not payable same DOS as D7250 for the same tooth number. |
| D7250  | Surgical removal of residual tooth roots (cutting procedure)                         | No | <i>Emergency only</i> (tooth numbers 1-32, A-T, 51-82 and AS-TS). <sup>1</sup><br>Allowed only once per tooth.<br>Not allowed on the same DOS as tooth extraction of same tooth number.                              |
| <b>Other Surgical Procedures</b>                           |  |    |  |
| D7260 or CPT (Current Procedural Terminology) <sup>2</sup> | Oroantral fistula closure  | No | Operative report required.   |
| D7261  | Primary closure of a sinus perforation   | No | Operative report required.   |
| D7270  | Tooth reimplantation and/or stabilization of accidentally evulsed or displaced tooth | No | <i>Emergency only</i> (tooth numbers 1-32, C-H, M-R, 51-82, CS-HS, and MS-RS). <sup>1</sup><br>Operative report required.  |
| D7280  | Surgical access of an unerupted tooth  | No | Not allowed for primary or wisdom teeth (tooth numbers 2-15, 18-31, 52-65, and 68-81 only).<br>Allowable for members ages 0-20.<br>Operative report required.  |
| D7282  | Mobilization of erupted or malpositioned tooth to aid eruption                       | No | Not allowed for primary or wisdom teeth (tooth numbers 2-15, 18-31, 52-65, and 68-81 only).<br>Allowable for members ages 0-20.<br>Operative report required.  |
| D7283  | Placement of device to facilitate eruption of impacted tooth                         | No | Not allowed for primary or wisdom teeth (tooth numbers 2-15, 18-31, 52-65, and 68-81 only).<br>Allowable for members ages 0-20.<br>Operative report required.  |
| D7285 or CPT <sup>2</sup>                                  | Biopsy of oral tissue — hard (bone, tooth)   | No | Once per DOS. <sup>3</sup><br>Operative report required.   |
| D7286 or   | soft   | No | Once per DOS. <sup>3</sup>   |

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| CPT <sup>2</sup>   |   |    | Operative report required.  |
| D7287 or CPT <sup>2</sup>  | Exfoliative cytological sample collection                                   | No | Once per DOS. <sup>3</sup><br>Operative report required.  |
| D7288  | Brush biopsy — transepithelial sample collection                            | No | Once per DOS. <sup>3</sup><br>Operative report required.  |
| <b><i>Alveoloplasty — Surgical Preparation of Ridge for Dentures</i></b> |   |    |   |
| D7310  | Alveoloplasty in conjunction with extractions — per quadrant                | No | Allowable area of oral cavity codes: 10 (upper right), 20 (upper left), 30 (lower left), 40 (lower right).<br>X-ray, treatment notes and treatment plan required. |
| D7311  | one to three teeth or tooth spaces, per quadrant                            | No | Allowable area of oral cavity codes: 10 (upper right), 20 (upper left), 30 (lower left), 40 (lower right).<br>X-ray, treatment notes and treatment plan required. |
| D7320  | Alveoloplasty not in conjunction with extractions — per quadrant            | No | Allowable area of oral cavity codes: 10 (upper right), 20 (upper left), 30 (lower left), 40 (lower right).<br>X-ray, treatment notes and treatment plan required. |
| D7321  | one to three teeth or tooth spaces, per quadrant                            | No | Allowable area of oral cavity codes: 10 (upper right), 20 (upper left), 30 (lower left), 40 (lower right).<br>X-ray, treatment notes and treatment plan required. |
| <b><i>Surgical Excision of Soft Tissue Lesions</i></b>                   |   |    |   |
| D7410 or CPT <sup>2</sup>  | Excision of benign lesion up to 1.25 cm                                     | No | Once per DOS. <sup>3</sup><br>Pathology report required.  |
| D7411 or CPT <sup>2</sup>  | Excision of benign lesion greater than 1.25 cm                              | No | Once per DOS. <sup>3</sup><br>Pathology report required.  |
| D7412 or CPT <sup>2</sup>  | Excision of benign lesion, complicated                                      | No | Once per DOS. <sup>3</sup><br>Pathology report required.  |
| D7413 or CPT <sup>2</sup>  | Excision of malignant lesion up to 1.25 cm                                  | No | Once per DOS. <sup>3</sup><br>Pathology report required.  |
| D7414 or CPT <sup>2</sup>  | Excision of malignant lesion greater than 1.25 cm                           | No | Once per DOS. <sup>3</sup><br>Pathology report required.  |
| D7415 or CPT <sup>2</sup>  | Excision of malignant lesion, complicated                                   | No | Once per DOS. <sup>3</sup><br>Pathology report required.  |
| <b><i>Surgical Excision of Intra-Osseous Lesions</i></b>                 |   |    |   |
| D7440 or CPT <sup>2</sup>  | Excision of malignant tumor — lesion diameter up to 1.25 cm                 | No | Once per DOS. <sup>3</sup><br>Pathology report required.  |
| D7441 or CPT <sup>2</sup>  | lesion diameter greater than 1.25 cm  | No | Once per DOS. <sup>3</sup><br>Pathology report required.  |
| D7450 or CPT <sup>2</sup>  | Removal of benign odontogenic cyst or tumor — lesion diameter up to 1.25 cm | No | Once per DOS. <sup>3</sup><br>Pathology report required.  |
| D7451 or CPT <sup>2</sup>  | lesion diameter greater than 1.25 cm  | No | Once per DOS. <sup>3</sup><br>Pathology report required.  |

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| D7460 or CPT <sup>2</sup>                     | Removal of benign nonodontogenic cyst or tumor — lesion diameter up to 1.25 cm     | No  | Once per DOS. <sup>3</sup><br>Pathology report required.   |
| D7461 or CPT <sup>2</sup>                     | lesion diameter greater than 1.25 cm   | No  | Once per DOS. <sup>3</sup><br>Pathology report required.   |
| <b><i>Excision of Bone Tissue</i></b>         |  |     |  |
| D7471 or CPT <sup>2</sup>                     | Removal of lateral exostosis (maxilla or mandible)                                 | Yes | Oral photographic image or diagnostic cast of arch required for PA.  |
| D7472 or CPT <sup>2</sup>                     | Removal of torus palatinus   | Yes | Oral photographic image or diagnostic cast of arch required for PA.  |
| D7473 or CPT <sup>2</sup>                     | Removal of torus mandibularis  | Yes | Oral photographic image or diagnostic cast of arch required for PA.  |
| D7485 or CPT <sup>2</sup>                     | Surgical reduction of osseous tuberosity   | No  | Operative report required.   |
| D7490 or CPT <sup>2</sup>                     | Radical resection of maxilla or mandible   | No  | Operative report required.<br>Only allowable in hospital or ambulatory surgical center<br>POS (place of service).  |
| <b><i>Surgical Incision</i></b>               |  |     |  |
| D7510 or CPT <sup>2</sup>                     | Incision and drainage of abscess — intraoral soft tissue                           | No  | Operative report required.<br>Not to be used for periodontal abscess — use D9110.                                  |
| D7511 or CPT <sup>2</sup>                     | intraoral soft tissue — complicated (includes drainage of multiple fascial spaces) | No  | Operative report required.<br>Not to be used for periodontal abscess — use D9110.                                  |
| D7520 or CPT <sup>2</sup>                     | extraoral soft tissue  | No  | Operative report required.   |
| D7521 or CPT <sup>2</sup>                     | extraoral soft tissue — complicated (includes drainage of multiple fascial spaces) | No  | Operative report required.   |
| D7530 or CPT <sup>2</sup>                     | Removal of foreign body from mucosa, skin, or subcutaneous alveolar tissue         | No  | Not allowed for removal of root fragments and bone spicules.<br>(Use D7250 instead.)<br>Operative report required. |
| D7540 or CPT <sup>2</sup>                     | Removal of reaction producing foreign bodies, musculoskeletal system               | No  | Not allowed for removal of root fragments and bone spicules.<br>(Use D7250 instead.)<br>Operative report required. |
| D7550 or CPT <sup>2</sup>                     | Partial ostectomy/sequestrectomy for removal of non-vital bone                     | No  | Operative report required.   |
| D7560 or CPT <sup>2</sup>                     | Maxillary sinusotomy for removal of tooth fragment or foreign body                 | No  | Operative report required.   |
| <b><i>Treatment of Fractures — Simple</i></b> |  |     |  |

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|---|---|----|--|
| D7610 or CPT <sup>2</sup>                       | Maxilla — open reduction (teeth immobilized, if present)                            | No | Only allowable in hospital, office, or ambulatory surgical center POS.<br>Operative report required. |
| D7620 or CPT <sup>2</sup>                       | closed reduction (teeth immobilized, if present)                                    | No | Operative report required.   |
| D7630 or CPT <sup>2</sup>                       | Mandible — open reduction (teeth immobilized, if present)                           | No | Only allowable in hospital, office, or ambulatory surgical center POS.<br>Operative report required. |
| D7640 or CPT <sup>2</sup>                       | closed reduction (teeth immobilized, if present)                                    | No | Only allowable in hospital, office, or ambulatory surgical center POS.<br>Operative report required. |
| D7650 or CPT <sup>2</sup>                       | Malar and/or zygomatic arch — open reduction  | No | Only allowable in hospital, office, or ambulatory surgical center POS.<br>Operative report required. |
| D7660 or CPT <sup>2</sup>                       | closed reduction  | No | Only allowable in hospital, office, or ambulatory surgical center POS.<br>Operative report required. |
| D7670 or CPT <sup>2</sup>                       | Alveolus — closed reduction, may include stabilization of teeth                     | No | Operative report required.   |
| D7671 or CPT <sup>2</sup>                       | open reduction, may include stabilization of teeth                                  | No | Operative report required.   |
| D7680 or CPT <sup>2</sup>                       | Facial bones — complicated reduction with fixation and multiple surgical approaches | No | Only allowable in hospital, office, or ambulatory surgical center POS.<br>Operative report required. |
| <b><i>Treatment of Fractures — Compound</i></b> |   |    |  |
| D7710 or CPT <sup>2</sup>                       | Maxilla — open reduction  | No | Only allowable in hospital, office, or ambulatory surgical center POS.<br>Operative report required. |
| D7720 or CPT <sup>2</sup>                       | closed reduction  | No | Only allowable in hospital, office, or ambulatory surgical center POS.<br>Operative report required. |
| D7730 or CPT <sup>2</sup>                       | Mandible — open reduction   | No | Only allowable in hospital, office, or ambulatory surgical center POS.<br>Operative report required. |
| D7740 or CPT <sup>2</sup>                       | closed reduction  | No | Only allowable in hospital, office, or ambulatory surgical center POS.<br>Operative report required. |
| D7750 or CPT <sup>2</sup>                       | Malar and/or zygomatic arch — open reduction  | No | Only allowable in hospital, office, or ambulatory surgical center POS.<br>Operative report required. |
| D7760 or CPT <sup>2</sup>                       | closed reduction  | No | Only allowable in hospital, office, or ambulatory surgical center POS.<br>Operative report required. |

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| D7770 or CPT <sup>2</sup>  | Alveolus — open reduction stabilization of teeth                                    | No  | Only allowable in hospital, office, or ambulatory surgical center POS.<br>Operative report required.  |
| D7771 or CPT <sup>2</sup>  | closed reduction stabilization of teeth   | No  | Only allowable in hospital, office, or ambulatory surgical center POS.<br>Operative report required.  |
| D7780 or CPT <sup>2</sup>  | Facial bones — complicated reduction with fixation and multiple surgical approaches | No  | Only allowable in hospital, office, or ambulatory surgical center POS.<br>Operative report required.  |
| <b><i>Reduction of Dislocation and Management of Other Temporomandibular Joint Dysfunctions</i></b>                                    |   |     |   |
| D7810 or CPT <sup>2</sup>  | Open reduction of dislocation   | No  | Only allowable in hospital, office, or ambulatory surgical center POS.<br>Operative report required.  |
| D7820 or CPT <sup>2</sup>  | Closed reduction of dislocation   | No  | Once per DOS. <sup>3</sup><br>Operative report required.  |
| D7830 or CPT <sup>2</sup>  | Manipulation under anesthesia   | No  | Only allowable in hospital, office, or ambulatory surgical center POS.<br>Operative report required.  |
| D7840 or CPT <sup>2</sup>  | Condylectomy  | Yes | Only allowable in hospital, office, or ambulatory surgical center POS.<br>No operative report required.   |
| D7850 or CPT <sup>2</sup>  | Surgical discectomy, with/without implant   | Yes | Only allowable in hospital, office, or ambulatory surgical center POS.<br>No operative report required.   |
| D7860 or CPT <sup>2</sup>  | Arthrotomy  | Yes | Only allowable in hospital, office, or ambulatory surgical center POS.<br>No operative report required.   |
| D7871 or CPT <sup>2</sup>  | Non-arthroscopic lysis and lavage   | Yes | Allowable only once per side (right and left) per three years.  |
| D7899  | Unspecified TMD therapy, by report  | Yes | Use this code for billing TMJ (temporomandibular joint) assistant surgeon.<br>Procedure must be included in PA request for the surgery itself.<br>Only allowable in hospital or ambulatory surgical center POS. |
| <b><i>Repair of Traumatic Wounds</i></b>   |   |     |   |
| D7910 or CPT <sup>2</sup>  | Suture of recent small wounds up to 5 cm  | No  | <i>Emergency only</i> <sup>1</sup> — operative report required.<br>Once per DOS. <sup>3</sup>   |
| <b><i>Complicated Suturing (Reconstruction requiring delicate handling of tissues and wide undermining for meticulous closure)</i></b> |   |     |   |
| D7911 or CPT <sup>2</sup>  | Complicated suture — up to 5 cm   | No  | Covered for <i>trauma (emergency) situations only</i> . <sup>1</sup><br>Once per DOS. <sup>3</sup><br>Operative report required.  |
| D7912 or CPT <sup>2</sup>  | greater than 5 cm   | No  | Covered for <i>trauma (emergency) situations only</i> . <sup>1</sup><br>Once per DOS. <sup>3</sup><br>Operative report required.  |

| <b>Other Repair Procedures</b> |   |     |   |
|--------------------------------|---|-----|---|
| D7940 or CPT <sup>2</sup>      | Osteoplasty — for orthognathic deformities  | Yes | HealthCheck referral is required.<br>Only allowable in hospital, office, or ambulatory surgical center POS.<br>No operative report required.<br>Allowable age less than 21. |
| D7950 or CPT <sup>2</sup>      | Osseous, osteoperiosteal, or cartilage graft of the mandible or facial bones — autogeneous or nonautogeneous, by report | Yes | Only allowable in hospital, office, or ambulatory surgical center POS.<br>No operative report required.   |
| D7951                          | Sinus augmentation with bone or bone substitutes  | No  |   |
| D7960 or CPT <sup>2</sup>      | Frenulectomy (frenectomy or frenotomy) — separate procedure   | Yes | HealthCheck referral is required.<br>No operative report required.<br>Allowable age less than 21.   |
| D7970 or CPT <sup>2</sup>      | Excision of hyperplastic tissue per arch  | Yes | No operative report required.   |
| D7972 or CPT <sup>2</sup>      | Surgical reduction of fibrous tuberosity  | No  | Operative report required.  |
| D7980 or CPT <sup>2</sup>      | Sialolithotomy  | No  | Only allowable in hospital, office, or ambulatory surgical center POS.<br>Operative report required.  |
| D7991 or CPT <sup>2</sup>      | Coronoidectomy  | Yes | Only allowable in hospital or ambulatory surgical center POS.<br>No operative report required.  |
| D7997 or CPT <sup>2</sup>      | Appliance removal (not by dentist who placed appliance), includes removal of archbar                                    | No  | Operative report required.  |
| D7999 or CPT <sup>2</sup>      | Unspecified oral surgery procedure, by report   | Yes | For medically necessary oral and maxillofacial procedures not included on these tables.<br>Operative report required.   |

<sup>1</sup> Retain records in member files regarding nature of emergency.

<sup>2</sup> Providers who are enrolled in Wisconsin Medicaid as oral surgeons or oral pathologists and who choose CPT billing must use a CPT code to bill for this procedure. Refer to the [Dental Maximum Allowable Fee Schedule](#) for allowable CPT procedure codes.

<sup>3</sup> Frequency limitation may be exceeded if a narrative on the claim demonstrates medical necessity for additional services.

## D8000-D8999 Orthodontics

Covered orthodontic services are identified by the allowable CDT procedure codes listed in the following table. Medicaid reimbursement is allowable only for services that meet all program requirements. This includes documenting the medical necessity of services in the member's medical record.

| Code                                 | Description of Service                                  | Prior Authorization? | Limitations and Requirements                                  |
|--------------------------------------|---|----------------------|---|
| <b>Limited Orthodontic Treatment</b> |   |                      |   |
| D8010                                | Limited orthodontic treatment; of the primary dentition | Yes                  | HealthCheck referral is required. Allowable age less than 21. |



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| D8020   | of the transitional dentition  | Yes | HealthCheck referral is required. Allowable age less than 21.  |
| D8030   | of the adolescent dentition  | Yes | HealthCheck referral is required. Allowable age less than 21.  |
| D8040   | of the adult dentition   | Yes | HealthCheck referral is required. Allowable age less than 21.  |
| <b><i>Interceptive Orthodontic Treatment</i></b>        |  |     |  |
| D8050   | Interceptive orthodontic treatment; of the primary dentition                             | Yes | HealthCheck referral is required. Allowable age less than 21.  |
| D8060   | of the transitional dentition  | Yes | HealthCheck referral is required. Allowable age less than 21.  |
| <b><i>Comprehensive Orthodontic Treatment</i></b>       |  |     |  |
| D8070   | Comprehensive orthodontic treatment; of the transitional dentition                       | Yes | HealthCheck referral is required. Allowable age less than 21.  |
| D8080   | of the adolescent dentition  | Yes | HealthCheck referral is required. Allowable age less than 21.  |
| D8090   | of the adult dentition   | Yes | HealthCheck referral is required. Allowable age less than 21.  |
| <b><i>Minor Treatment to Control Harmful Habits</i></b> |  |     |  |
| D8210   | Removable appliance therapy  | Yes | HealthCheck referral is required. Allowable age less than 21.  |
| D8220   | Fixed appliance therapy  | Yes | HealthCheck referral is required. Allowable age less than 21.  |
| <b><i>Other Orthodontic Services</i></b>                |  |     |  |
| D8660   | Pre-orthodontic treatment visit  | No  | HealthCheck referral is required. Allowable age less than 21. Includes exam, diagnostic tests and consult. |
| D8670   | Periodic orthodontic treatment visit (as part of contract)                               | Yes | HealthCheck referral is required. Allowable age less than 21. Used for monthly adjustments.                |
| D8680   | Orthodontic retention (removal of appliances, construction and placement of retainer[s]) | Yes | HealthCheck referral is required. Allowable age less than 21.  |
| D8692   | Replacement of lost or broken retainer   | Yes | HealthCheck referral is required. Allowable age less than 21.  |
| D8693   | Rebonding or recementing; and/or repair, as required, of fixed retainers                 | No  |  |

Topic #2820

## Tooth Numbers and Letters

BadgerCare Plus recognizes tooth letters "A" through "T" for primary teeth and tooth numbers "1" through "32" for permanent teeth.

BadgerCare Plus also recognizes supernumerary teeth that cannot be classified under "A" through "T" or "1" through "32." For



primary teeth, an "S" will be placed after the applicable tooth letter (values "AS" through "TS"). For permanent teeth, enter the sum of the value of the tooth number closest to the supernumerary tooth and 50. For example, if the tooth number closest to the supernumerary tooth has a value of 12, the provider will indicate supernumerary with the number 62 (12 + 50 = 62).

Topic #2866

## Tooth Surfaces

BadgerCare Plus has identified BadgerCare Plus allowable tooth surface codes for dental services providers.

### Anterior Teeth (Centrals, Laterals, Cuspids)

| Surface  | Code |
|----------|------|
| Mesial   | M    |
| Facial   | F    |
| Incisal  | I    |
| Lingual  | L    |
| Distal   | D    |
| Gingival | G    |

### Posterior Teeth (Pre-molars/Bicuspid, Molars)

| Surface  | Code |
|----------|------|
| Mesial   | M    |
| Buccal   | B    |
| Occlusal | O    |
| Lingual  | L    |
| Distal   | D    |
| Gingival | G    |

BadgerCare Plus reimburses *only* per unique surface regardless of location. When gingival (G) is listed with a second surface, such as BG, BFG, DG, FG, LG, MG, the combination is considered a single surface. Also, "FB" is considered one surface since the two letters describe the same tooth surface.

Topic #643

## Unlisted Procedure Codes

According to the HCPCS (Healthcare Common Procedure Coding System) code book, 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 schedules](#).

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:

- On paper with supporting information/description included in Item Number 19 of the 1500 Health Insurance Claim Form ((02/12)).
- On paper with supporting documentation submitted on paper. This option should be used if Item Number 19 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 paper claim and send the supporting documentation along with the paper claim.

- Electronically, either using DDE (Direct Data Entry) through the ForwardHealth Portal, PES (Provider Electronic Solutions) transactions, or 837 Health Care Claim electronic transactions, with supporting documentation included electronically in the Notes field. The Notes field is limited to 80 characters.
- Electronically with an indication 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.

## Covered Services and Requirements

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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. [DHS 101.03\(35\)](#) and [107](#), Wis. Admin. Code, contain more information about covered services.

Topic #85

### Emergencies

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

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

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

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

Topic #2804

### Emergency Dental Services

Emergency dental care is immediate service that must be provided to relieve the member from pain, an acute infection, swelling, trismus, fever, or trauma.

PA (prior authorization) is not required in emergency situations.

PA for general anesthesia and intravenous sedation is waived. These procedures are the only procedures in which PA is waived in an emergency.

ForwardHealth has identified certain services that are allowable *only* in emergency situations in the following categories:

- Diagnostic procedures.
- Oral and maxillofacial surgeries.
- Adjunctive general services.

Providers must retain documentation in the member's records regarding the nature of the emergency.

Emergency services are exempt from copayment.

### Traumatic Loss of Teeth for Children Under Age 21

When a child experiences a traumatic loss of an anterior tooth or teeth (tooth numbers 6-11, 22-27), removable prostheses may be provided by [backdating a PA request](#).

Topic #2845

## HealthCheck

[HealthCheck](#) is Wisconsin Medicaid's federally-mandated program known nationally as EPSDT (Early and Periodic Screening, Diagnosis, and Treatment). Through HealthCheck, children receive preventive medical check-ups, immunizations, and referrals.

To be eligible for a HealthCheck referral, a member must:

- Have a current ForwardHealth identification card.
- Be under 21 years of age.

When a member is enrolled in a contracted managed care program, only the managed care program or its affiliated providers may provide the HealthCheck screening for that member.

Dentists can encourage members to obtain their HealthCheck screenings before their dental visits. This is particularly helpful when members have a medical need for orthodontia.

All allowable services resulting from a HealthCheck screening must be provided within one year of the screening date. When providing a service that requires a HealthCheck screening, dentists are required to maintain documentation, (e.g., a photocopy of the member's current HealthCheck card), that a HealthCheck screening has occurred in the past year. The HealthCheck provider signature is required on the documentation. No additional statement from the HealthCheck provider is needed. This evidence must be submitted with PA (prior authorization) requests, but is not required when submitting claims. A new HealthCheck screening must be performed if more than one year has passed since the previous screening.

A dentist should refer the member to the HealthCheck Hotline telephone number at (800) 722-2295. Members may also obtain information from the [HealthCheck Web site](#).

Topic #84

## Medical Necessity

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

Topic #86

## Member Payment for Covered Services

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

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

Topic #5677

## Not Otherwise Classified Procedure Codes

Providers who indicate procedure codes such as J3490 (Unclassified drugs), J3590 (Unclassified biologics), or J9999 (Not otherwise classified, antineoplastic drugs) on claims for NOC (not otherwise classified) drugs must also indicate the following on the claim:

- The NDC (National Drug Code) of the drug dispensed.
- The name of the drug.
- The quantity billed.
- The unit of issue (i.e., F2, gr, me, ml, un).

If this information is not included on the claim or if there is a more specific HCPCS (Healthcare Common Procedure Coding System) procedure code for the drug, the claim will be denied. Compound drugs that do not include a drug approved by the FDA (Food and Drug Administration) will be denied.

Providers are required to comply with the requirements of the [federal DRA \(Deficit Reduction Act\)](#) of 2005 and submit NDCs with HCPCS and CPT (Current Procedural Terminology) procedure codes for provider-administered drugs. Section 1927(a)(7) (C) of the Social Security Act requires NDCs to be indicated on all claims submitted to ForwardHealth for covered outpatient drugs, including Medicare crossover claims.

Topic #2847

## Occupational Illness, Injury, or Accident

All claims submitted which related to an occupational illness, injury, or accident must be clearly identified and explained.

Topic #66

## Program Requirements

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

Topic #5697

## Provider-Administered Drugs

A provider-administered drug is either an oral, injectible, intravenous, or inhaled drug administered by a physician or a designee of the physician (e.g., nurse, nurse practitioner, physician assistant).

Providers may refer to the [maximum allowable fee schedules](#) for the most current HCPCS (Healthcare Common Procedure Coding System) and CPT (Current Procedural Terminology) procedure codes for provider-administered drugs and reimbursement rates.

Provider-administered drugs carve-out policy is defined to include the following procedure codes:

- Drug-related "J" codes
- Drug-related "Q" codes
- Certain drug-related "S" codes

The [Provider-Administered Drugs Carve-Out Procedure Codes](#) table indicates the status of procedure codes considered under the provider-administered drugs carve-out policy. This table provides information on Medicaid and BadgerCare Plus coverage status as well as carve-out status based on POS (place of service).

*Note:* The table will be revised in accordance with national annual and quarterly HCPCS code updates.

For members enrolled in BadgerCare Plus HMOs, Medicaid SSI HMOs, and most special managed care programs, claims for these services should be submitted to BadgerCare Plus and Medicaid fee-for-service.

All fee-for-service policies and procedures related to provider-administered drugs, including copayment, cost sharing, diagnosis restriction, PA (prior authorization), and pricing policies, apply to [claims submitted](#) to fee-for-service for members enrolled in an MCO (managed care organization).

Provider-administered drugs and related services for members enrolled in the PACE (Program of All-Inclusive Care for the Elderly) and the Family Care Partnership are provided and reimbursed by the special managed care program.

## Obtaining Provider-Administered Drugs

To ensure the content and integrity of the drugs administered to members, prescribers are required to obtain all drugs that will be administered in their offices. Prescribers may obtain a provider-administered drug from a pharmacy provider if the drug is delivered directly from the pharmacy to the prescriber's office. Prescribers may also obtain a drug to be administered in the prescriber's office from a drug wholesaler or direct purchase. Pharmacy providers should not dispense a drug to a member if the drug will be administered in the prescriber's office.

Topic #824

## Services That Do Not Meet Program Requirements

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

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

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

## Diagnostic Services

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Topic #2825

### An Overview

Medicaid-allowable dental diagnostic services include the following:

- Clinical oral evaluations.
- Radiographs/diagnostic imaging.
- Tests and examinations.

These services allow dental providers to do the following:

- Assess oral health.
- Diagnose oral pathology.
- Develop an adequate treatment plan for the member's oral health.

Topic #2886

### Emergency Exams

BadgerCare Plus covers limited, problem-focused oral evaluations (D0140) once per six months per member.

Topic #2869

### Oral Evaluations

Dentists are required to document and maintain oral evaluation information in the same manner for BadgerCare Plus members as they do for other patients. BadgerCare Plus regulations and accepted standards of dental care require documentation of the following evaluations:

- Periodic evaluations.
- Limited oral evaluation — problem focused.
- Comprehensive oral evaluations.
- Detailed and extensive oral evaluations — problem focused.
- Re-evaluation — limited — problem focused.

Dentists are required to submit claims for the oral evaluation procedure appropriate to the level of service provided and include documentation supporting the medical necessity of the services in the member's record.

Children ages 13-20 may receive up to two additional oral evaluations per year through HealthCheck with PA (prior authorization). Providers should submit PA requests and claims with procedure code D0191 or D0999 for these services.

Providers who use procedure code D0999 should indicate "preliminary examination" or "oral screening" on the claim.

A copy of a valid HealthCheck screen is required when submitting the PA request.



## Oral Evaluations Performed in Nursing Homes or for Children

To provide greater flexibility in scheduling oral evaluations for children or for members residing in a nursing home, the time period between oral evaluations may be as few as 160 days for children and 330 days for adults in nursing homes.

Topic #2870

## Radiographs

ForwardHealth coverage of radiographs includes reimbursement for exposure, developing, mounting, and interpretation of the radiograph.

An intraoral complete series may include either a periapical series plus bitewings or a panorex plus bitewings. Individual panoramic radiographs are covered when another radiograph is insufficient for proper diagnosis.

### Full Mouth Radiographs

Dentists may obtain PA (prior authorization) for additional full mouth (intraoral complete series) radiographs or panoramic films in cases of trauma or other unusual medical or dental clinical histories, such as cancer or rampant decay.

### Panoramic Films (D0330)

Coverage of panoramic films is limited to once per member per DOS (date of service), and should be taken *only* when another type of radiograph is insufficient for diagnosis. Documentation to support the medical necessity of this service must be included in the member's record.

When a panoramic film *and* bitewings are taken on the same DOS, claims should be submitted with procedure code D0210 (Intraoral; complete series [including bitewings]) only.

### Cephalometric Films and Pre-Orthodontic Visits (D0340, D8660)

Cephalometric films and pre-orthodontic visit services are limited to members with an orthodontic diagnosis only. Providers may submit claims for these services before submitting a PA request for orthodontia.

### Oral/Facial Photographic Images (D0350)

Oral/facial photographic images may be used as a diagnostic tool for oral surgery and orthodontia services only and may be submitted as supporting clinical documentation with a PA request.

### Mounting Radiographs for Prior Authorization

When *four or more* periapical X-rays, four bitewing X-rays, or when a full mouth X-ray must be submitted to BadgerCare Plus to substantiate a PA request, providers should mount the X-rays to allow for proper identification and to speed the review process.

Providers are required to do the following when sending in four or more periapical X-rays, four bitewing X-rays, or a full mouth series:

- Mount the X-rays.
- Label the X-rays (left or right).
- Include the date the X-rays were taken.

- Include the member's name and identification number.
- Include the provider's name and provider number.

When sending in three or fewer periapical or bitewing X-rays:

- Label the X-rays (left or right).
- Include the date the X-rays were taken.
- Include the member's name and identification number.
- Include the provider's name and provider number.
- Place X-rays in an envelope.
- Staple X-ray envelope to designated portion of PA form that states, "Staple X-ray envelope here."

## **Submitting Claims for Radiographs**

Radiographs provided to a member on the same DOS must be submitted on the same claim form. Wisconsin Medicaid denies reimbursement for services performed on the same DOS but submitted on separate claim forms.

## Endodontics

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Topic #2867

### An Overview

BadgerCare Plus coverage of endodontic services includes the following services:

- Pulpotomy.
- Endodontic therapy.
- Apexification.
- Apicoectomy/periradicular services.

Topic #2881

### Anterior, Bicuspid, and Molar Root Canal Therapy

Root canal therapy should only be provided when there is a strong likelihood that the treatment will be successful and definitive (i.e., that it will not later result in extraction). To receive Medicaid reimbursement for root canal therapy, the member's record must include clinical documentation of *all* the following:

- Evidence of good periodontal health (AAP (American Academy of Periodontology) periodontal classification of Type I or II).
- Evidence visible on radiographs that at least 50 percent of the clinical crown is intact.
- A treatment plan that identifies no more than three teeth for root canal therapy, including molars. Molar root canals (D3330) for members ages 21 and older and treatment plans involving root canal therapy on four or more teeth require PA (prior authorization).

Anterior, bicuspid, and molar root canals (D3310, D3320, and D3330) are not reimbursable if any of the following are true:

- The member has fewer than two posterior teeth in occlusion per quadrant.
- The member is missing six or more teeth in the arch where the root canal is to be performed, including third molars.
- The member is missing one or more anterior teeth in the arch where the root canal is to be performed.

If the member has one of the previously listed conditions, he or she may qualify for a partial denture and the provider should request PA for the partial denture service.

Topic #2882

### Apicoectomy and Retrograde Fillings

Apicoectomy and retrograde fillings (D3410, D3430) are only allowable for permanent anterior teeth (6-11, 22-27, and corresponding supernumerary teeth). Providers are required to retain documentation, such as radiographs, supporting the medical necessity of these services. These services are not payable with root canal therapy on some DOS (dates of service). Examples of medical necessity include, but are not limited to, the following:

- Fractured root tip.
- Periapical pathology not resolved by conventional root canal therapy.

- Broken root canal file.
- Symptomatic files.

Topic #2879

## Open Tooth for Drainage

Emergency treatment for members needing root canal therapy may be provided to allow the dentist to relieve pain and/or extirpate the tooth in anticipation of proceeding with a root canal. Providers should submit claims for this procedure with CDT (Current Dental Terminology) code D9110 (Palliative [emergency] treatment of dental pain — minor procedure).

Topic #2880

## Referrals to Endodontists

General dentists should not refer BadgerCare Plus members to endodontists unless the member has a restorative dentist to provide restoration of the teeth.

Dental providers referring a member to an endodontist for root canal procedures that require PA (prior authorization), should complete the appropriate sections of the [PA/DA1 \(Prior Authorization Dental Attachment 1, F-11010 \(04/15\)\)](#) and send it to the endodontist with the referral.

When referring BadgerCare Plus members to endodontists, providers must supply the endodontist with the following information:

- A minimum of two bitewing X-rays.
- An oral charting of missing teeth.
- A treatment plan including plan for involved tooth.
- The member's oral hygiene status.
- Attendance information.
- The date and reason for any extractions performed within the past three years.

Topic #2878

## Root Canal Therapy

Dental providers must adhere to the following guidelines when performing endodontic services:

- The standard of acceptability employed by BadgerCare Plus for endodontic procedures requires that the canal(s) be completely filled apically and laterally.
- Root canal therapy for permanent teeth includes the following:
  1. Diagnosis.
  2. Extirpation.
  3. Treatment.
  4. Progress radiographs.
  5. Filling and obliteration of root canals.
  6. Temporary fillings.

When a root canal filling does not meet its treatment standards, BadgerCare Plus may do the following:

- Require the procedure to be redone with no additional Wisconsin Medicaid reimbursement or cost to the member.

- Recoup any reimbursement already made after the ForwardHealth dental consultant reviews the circumstances.

## **Radiographs**

A post treatment [radiograph](#) is required for all root canal therapy and may be reimbursed separately.

## **Interrupted Root Canal Therapy**

If root canal therapy has begun and the member under treatment becomes ineligible for BadgerCare Plus or fails to return for subsequent visits, providers may submit claims for opening a tooth for drainage with CDT (Current Dental Terminology) procedure codes D9110 and D2940 (Sedative filling) to receive reimbursement for the services provided.

## HealthCheck "Other Services"

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Topic #22

### Definition of HealthCheck "Other Services"

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

Topic #2842

### Dental Services

ForwardHealth covers orthodontia and some other dental services only if the child has received a HealthCheck screening within the last 365 days. ForwardHealth has identified dental services that require a HealthCheck referral.

This information only applies to eligible members under BadgerCare Plus Standard Plan and Medicaid.

As a result of the federal Omnibus Budget Reconciliation Act of 1989 (OBRA), Wisconsin Medicaid considers PA (prior authorization) requests for coverage of medically necessary dental services that are not specifically listed as covered services, or that are listed as nonreimbursable services, when all of the following conditions are met:

- The provider verifies that a comprehensive HealthCheck referral has been performed in the past year through a signed written document from the HealthCheck provider.
- The service is allowed under the Social Security Act as a "medical service."
- The service is "medically necessary" and "reasonable" to correct or ameliorate a condition or defect which is discovered during a HealthCheck referral.
- The service is noncovered under BadgerCare Plus.
- A service currently covered by BadgerCare Plus is not appropriate to treat the identified condition.

All requests for HealthCheck "Other Services" require PA.

Topic #1

### Prior Authorization

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

- A completed [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#) (or [PA/DRF \(Prior Authorization/Dental Request Form, F-11035 \(07/12\)\)](#), or [PA/HIAS1 \(Prior Authorization Request for Hearing Instrument and Audiological Services 1, F-11020 \(05/13\)\)](#)).
  - The provider should mark the checkbox titled "HealthCheck Other Services" at the top of the form.

- The provider may omit the procedure code if he or she is uncertain what it is. The ForwardHealth consultant will assign one for approved services.
- The appropriate service-specific PA attachment.
- Verification that a comprehensive HealthCheck screening has been provided within 365 days prior to ForwardHealth's receipt of the PA request. The date and provider of the screening must be indicated.
- Necessary supporting documentation.

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

Topic #41

## Requirements

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

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

ForwardHealth has the authority to do all of the following:

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

# Maxillofacial Prosthetics

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Topic #2894

## An Overview

Wisconsin Medicaid reimburses dental providers for allowable [maxillofacial prosthetics](#) identified by ForwardHealth.

Obturators (D5932) for cleft palate and palatal lifts prostheses (D5955) are allowed once per six months. This frequency limitation may be exceeded in exceptional circumstances with written justification on a PA (prior authorization) request. Providers are required to retain documentation of medical necessity of these procedures.

PA requests for maxillofacial prostheses should also include a request for a complete or removable partial denture when clinically appropriate. PA requests for unspecified maxillofacial prostheses must include laboratory bills and are approved based on documentation of medical necessity and appropriateness on a case-by-case basis.



## Noncovered Services

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Topic #68

### Definition of Noncovered Services

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

Topic #104

### Member Payment for Noncovered Services

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

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

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

### Missed Appointments

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

#### Avoiding Missed Appointments

ForwardHealth offers the following suggestions to help avoid missed appointments:

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

### Translation Services

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

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

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

Topic #17997

## Periodontal Services

### Periodontal Scaling and Root Planing

If [PA \(prior authorization\) requirements](#) are met, ForwardHealth covers periodontal scaling and root planing when traditional, less intensive dental services have not been effective in treating pain and infection.

ForwardHealth does *not* cover periodontal scaling and root planing in the following circumstances:

- The requested start date for periodontal scaling and root planing is within four weeks of a full-mouth debridement.
- The member received periodontal scaling and root planing within the last three years.
- The member's periodontal pockets per individual tooth are less than 5 millimeters or greater than 6 millimeters and no documentation exists to justify an exception to this guideline.
- The member has excessive bone loss, as determined by the ForwardHealth dental consultant or the dental provider.
- The member does not have bone loss, as determined by the ForwardHealth dental consultant or the dental provider.
- The member has an unfavorable periodontal prognosis, as determined by the ForwardHealth dental consultant or the dental provider.
- The member has long-standing chronic periodontal disease affecting multiple teeth in a quadrant.
- Documentation submitted with the PA request explicitly indicates a failure to attend appointments, poor dental hygiene, or other negative factors.

## Oral and Maxillofacial Surgery

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Topic #2924

### An Overview

BadgerCare Plus's coverage of oral and maxillofacial surgical services is limited to services provided due to trauma or congenital malformations, such as clefts, or the removal of pathologic, painful, or non-restorable teeth. Corrective congenital surgery and orthognathic surgery are limited to specific cases due to severe handicapping malocclusions.

Wisconsin Medicaid reimburses for the following oral and maxillofacial surgery services:

- Extractions.
- Surgical extractions.
- Alveoloplasty.
- Surgical excision of soft tissue lesions.
- Surgical excision of intra-osseous lesions.
- Excision of bone tissue.
- Surgical incision.
- Treatment of simple and compound fractures.
- Reduction of dislocation and management of other temporomandibular joint dysfunctions.
- Repair of traumatic wounds.
- Complicated suturing.
- Other surgical and repair procedures.

Providers are required to obtain PA (prior authorization) for certain specified oral and maxillofacial surgery services before delivery of the service, unless the service is performed on an emergency basis. BadgerCare Plus may request a diagnostic cast or oral/facial photographic images to aid in evaluating any PA request.

BadgerCare Plus has identified allowable oral and maxillofacial surgery [procedure codes](#).

Topic #2925

### Assistant Surgeon

An assisting surgeon is allowed for some allowable complex surgery procedures.

When CPT (Current Procedural Terminology) billing providers request reimbursement for an assisting surgeon, indicate modifier "80" (Assistant surgeon) in the appropriate element on the claim. If a procedure requires PA (prior authorization) and an assistant surgeon will be involved with performing the procedure(s), providers are required to request PA for both on the same PA request.

ADA (American Dental Association) billing providers are required to request PA for assisting surgeons. Providers should use D7899 for an assistant surgeon for TMJ (temporomandibular joint) services and D7999 for all other types of assisting surgeon services.

Topic #2926

### Claims Submission Options

Dentists are assigned a procedure coding system to use for submitting claims for oral surgery services based on their speciality.

## Assignment of Oral Surgery Claims Submission Method

Assignment of a provider's oral surgery claims submission method depends on the dental specialty chosen during Medicaid enrollment. This assignment is necessary because it enables BadgerCare Plus to identify the oral surgery procedure codes a provider may use to ensure accurate reimbursement.

## Identical Policies and Reimbursement for All Dentists

All dentists, regardless of specialty:

- Receive the same reimbursement for the same procedures.
- Have virtually the same program limitations, such as PA (prior authorization) requirements, for the same procedures.
- Submit claims for all other dental (nonsurgical) procedures using CDT (Current Dental Terminology) procedure codes and a few BadgerCare Plus HCPCS (Healthcare Common Procedure Coding System) procedure codes.
- Submit claims for all oral surgeries using the code system assigned at enrollment.
- Cannot temporarily alternate between coding systems, using different procedure codes on different days.
- Find that the CPT claims submission method requires fewer attachments and is easier to submit electronically.

## Decreased Attachments and Claim Processing Time

The CPT coding system is more precise than the ADA coding system for describing the same oral surgery procedures. Therefore, most CPT codes do not require operative and pathology reports for manual pricing by Wisconsin Medicaid, as well as the additional time needed for processing manually priced claims. This facilitates electronic claims submission.

Topic #2927

## Excision of Hyperplastic Tissue

For ForwardHealth coverage of PA (prior authorization) requests for the excision of hyperplastic tissue (per arch), the member must have an edentulous ridge, and have difficulty wearing a prosthesis. The member must have adequate healing after tooth extraction before requesting this service. The service includes all local anesthetic, suturing, postoperative care, and soft tissue conditioning of any appliances at the time of surgery.

Topic #2928

## Limitations

Many oral surgeries are limited to once per day. This limitation may be exceeded if narrative on the claim form demonstrates the additional services were medically necessary.

Topic #2929

## Osteoplasty/Osteotomy

Wisconsin Medicaid reimburses for osteoplasty/osteotomy for orthognathic deformities for only the most severe orthodontic skeletal malocclusion. PA (prior authorization) requests for correction of orthognathic deformities require a HealthCheck exam.

Criteria for PA approval for osteoplasty or osteotomy includes one of the following, where the procedure is necessary to correct:

- The most severe cases of protruding or retruding mandible or maxillae where conventional orthodontics cannot provide a stable and acceptable outcome.
- The most severe cases of open bite where conventional orthodontics cannot provide a stable and acceptable outcome.
- A significant skeletal malocclusion where conventional orthodontics cannot provide a stable and acceptable outcome.
- Severe malocclusions caused by disease or injury where conventional orthodontics cannot provide a stable and acceptable outcome.

If the deformity has been caused by disease or injury, a physician's statement is required.

The criteria for PA approval includes a frenum which creates a central incisor diastema, ankyloglossia, periodontal defects, or is necessary to complete orthodontic services.

Topic #2930

## Pre- and Post-Care Days

Reimbursement for procedures directly related to an oral surgery is incorporated into the reimbursement for the oral surgery procedure.

Palliative treatment, application of desensitizing medicaments, and other related procedures are not allowed at least three days before and 10 or more days after the surgery. Claims for other procedures *directly related* to the surgery must not be submitted separately, regardless of when the claim for the procedure is submitted.

If the procedure is *not directly related* to oral surgery, the limitation can be overridden with a narrative demonstrating that fact on the claim form. For example, a procedure may be performed on a separate section of the mouth than the oral surgery.

Topic #2932

## Removal of Extosis Maxillae or Mandible

Criteria for PA (prior authorization) approval for the removal of extosis maxillae or mandible includes one of the following situations:

- The exostosis presents an undesirable undercut.
- The exostosis presents problems with insertion or stability of the prosthesis.
- The removal is medically necessary due to the presence of pain caused by the insertion or wearing of a removable prosthesis.

Topic #2931

## Removal of a Foreign Body

PA (prior authorization) requests for removal of a foreign body must be accompanied by one periapical radiograph.

Topic #2933

## Replantation and Splinting

BadgerCare Plus's coverage of the replantation and splinting of a traumatically avulsed or subluxated tooth:

- Includes the postoperative follow-up.
- Includes the removal of any splints and wires.
- Does not include any root canal therapy for the involved teeth.

Topic #2935

## **Surgical Exposure of Impacted or Unerupted Tooth**

Reimbursement for the surgical exposure of an impacted or unerupted tooth for orthodontic reasons includes (with PA (prior authorization)) placement of any hooks, wires, pins, etc., to aid eruption through orthodontics. This service includes placement of any orthodontic appliance on the impacted tooth.

Include the following documentation with PA requests for this service:

- A HealthCheck exam (the HealthCheck provider signature is required).
- A periapical radiograph of the tooth.

Topic #2934

## **Surgical Exposure of a Tooth to Aid Eruption**

For surgical exposure of a tooth to aid eruption, the tooth must be impacted by an adjacent tooth, and not close to natural eruption. This service can be requested for primary and permanent teeth.

This service does not include placement of any hooks, wires, pins, etc., to aid eruption through orthodontics.

Include the following documentation with PA (prior authorization) requests for this service:

- A HealthCheck exam (the HealthCheck provider signature is required).
- A periapical radiograph of the tooth.

Topic #2936

## **Surgical Extraction of a Tooth**

Wisconsin Medicaid's reimbursement for surgical extraction of a tooth is limited to when an extraction is necessary for the following reasons:

- An emergency, which is a situation when an immediate service must be provided to relieve the member from pain, an acute infection, swelling, fever, or trauma.
- Orthodontia (for children up to age 21). In this case, PA (prior authorization) should be requested for the surgical extraction of a tooth in a non-emergency situation.

If during the routine extraction of any tooth the extraction unexpectedly becomes a surgical extraction, the surgical extraction is considered a dental emergency. The provider should indicate that the procedure was an emergency when submitting a claim to ForwardHealth. Providers should also retain documentation of the circumstances of the procedure in the member's records.

Topic #2937

## Suturing

Wisconsin Medicaid reimburses providers for suturing only when it is provided as a result of trauma. Suturing is not separately reimbursable when it is part of a surgical procedure, as suturing is included in the surgical procedure and fee.

When submitting claims for suturing, include an operative report describing the procedure, complexity of closure, location of laceration, and length of laceration(s) repaired.

Topic #2938

## Temporomandibular Joint Surgery

The TMJ (temporomandibular joint) office visit requires detailed and extensive examination and documentation of the member's TMJ dysfunction.

A TMJ office visit consists of:

- A comprehensive history.
- Clinical examination.
- Diagnosis.
- Treatment planning.

### Initial Treatment

The initial treatment of a TMJ dysfunction must consist of nonsurgical treatments which include:

- Short-term medication.
- Home therapy (e.g., soft diet).
- Splint therapy.
- Physical therapy, including correction of myofunctional habits.
- Relaxation or stress management techniques.
- Psychological evaluation or counseling.

Nonsurgical TMJ treatments are not covered.

### Prior Authorization

Providers are required to include appropriate current clinical physical and dental information about the member on the PA request to enable ForwardHealth to determine whether the surgery is medically necessary. Only TMJ surgeries with favorable prognosis for surgery are considered for approval.

### TMJ Surgery Procedures and Managed Care Programs

State-contracted MCOs (managed care organizations) may designate the facility at which the TMJ surgery is performed. The MCO is responsible for paying the cost of the surgery and all related services (e.g., hospitalization and anesthesiology).

Wisconsin Medicaid does not reimburse for a TMJ surgery performed by a dentist on a fee-for-service basis when provided to a member enrolled in an MCO that covers dentistry. Therefore, to obtain reimbursement, dentists must participate in or obtain a referral from the member's MCO since the MCO is responsible for paying the cost of all services. Failing to obtain an MCO

referral may result in a denial of payment for services by the MCO.

If the MCO does not cover dental services, the dentist may submit a PA request to ForwardHealth and, if approved, the dental surgeon is reimbursed for the evaluation on a fee-for-service basis.

- ForwardHealth has identified MCOs and services for which dental providers may request fee-for-service reimbursement.
- If PA is obtained, the MCO is responsible for paying the cost of all related medical and hospital services and may therefore designate the facility at which the surgery is performed.
- The dentist must work closely with the MCO to assure continuity of coverage.



# Orthodontics

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Topic #2905

## An Overview

Wisconsin Medicaid reimburses providers for orthodontic services including the following.

- Limited orthodontic treatment.
- Interceptive orthodontic treatment.
- Comprehensive orthodontic treatment.
- Minor treatment to control harmful habits.
- Other orthodontic services.

This information applies to BadgerCare Plus Standard Plan and Medicaid only.

## HealthCheck Requirement

Orthodontia treatment is available only after the member has received a HealthCheck exam and is not available to adults over age 20. A well child exam, sports physical, or presurgical physical will not be accepted as a HealthCheck exam.

## Member Eligibility for Completion of Orthodontic Treatment

Regardless of member subsequent eligibility, all approved orthodontic services, once started (bands, brackets, or appliances placed during a period of eligibility) are reimbursed to completion of the approved services performed by an enrolled provider.

If an orthodontia member becomes BadgerCare Plus-eligible in mid-treatment, BadgerCare Plus will approve a PA (prior authorization) request for continued services if all PA criteria are met.

## Prior Authorization Requirements

All orthodontic services require PA and a HealthCheck referral.

Pre-orthodontic treatment visits (D8660) include an examination, consultation, and the obtaining of diagnostic casts. This service is limited to members with an orthodontic diagnosis only. Providers may submit claims for these services before submitting a PA request for orthodontia.

Panoramic x-ray (D0330), cephalometric x-ray (D0340), and oral/facial photographic images (D0350) for members with an orthodontic diagnosis do not require PA. Claims for these services may be submitted before submission of a PA request for orthodontia.

## Documentation

The following documentation must be submitted with all PA requests for orthodontic services:

- Orthodontic records of the examination, consultation, and diagnostic casts. Casts must be securely packed, clearly labeled to identify the provider and the member, and must include a bite registration.
- A completed [PA/DRF \(Prior Authorization Dental Request Form, F-11035 \(07/12\)\)](#) and [PA/DA2 \(Prior Authorization/Dental Attachment 2, F-11014 \(07/12\)\)](#).

- Evidence that a HealthCheck exam has occurred within the past year.
- A specific orthodontic treatment plan that addresses appliance(s) to be used during the course of treatment.

Topic #2906

## Fixed or Removable Appliances

### Limited Orthodontic Treatment

Limited treatment services are for correction of a minor malocclusion in which one to four teeth are involved. It is considered especially for children under the age of 12 in the transitional dentition stage of development. Services may be used to correct anterior crossbites, ectopic eruption of permanent first molars, and bite plates.

### Interceptive Orthodontic Treatment

Interceptive orthodontic treatment is for the correction of a minor malocclusion in which one to four teeth are involved, and is considered especially for children under the age of 12 in the transitional dentition stage of development. The correction of posterior cross bites, orthopedic orthodontics, and 2 x 4 interceptive procedures are allowed services under this procedure. Interceptive procedures are not inclusive of comprehensive orthodontic treatment of this malocclusion. Interceptive orthodontic treatment of adolescent or adult dentition is not a covered service.

### Minor Treatment to Control Harmful Habits

Correction of harmful habits such as thumb, finger, tongue, or lip sucking is considered especially for children under the age of 12 in the transitional dentition stage of development. Fixed appliances only are encouraged.

Topic #2907

## Initial Treatment and Billing Date

When billing for the initial orthodontic banding service, the date used is the day the treatment started. This is defined as the date when the bands, brackets, or appliances are placed in the member's mouth. The member must be BadgerCare Plus eligible on this DOS (date of service).

Topic #2908

## Retainers

Retainers can be authorized for limited, interceptive, or comprehensive orthodontic services requested. If retainers are separately identified on an approved PA (prior authorization) for orthodontic service, they may be separately reimbursed. However, when submitting the PA request, the provider may include the placement, fees, and follow-up for retainers in the initial fee and monthly adjustments. In this case, a separate request for retainers will not be granted. Using either way of billing, the maximum fee for orthodontic treatment will be the same.

### Lost or Damaged Retainers

In cases of lost or damaged retainers, the provider should submit a new PA request for a new retainer. New orthodontic records do not need to be submitted with the new PA. However, multiple lost retainers (due to member negligence) will not be replaced. HealthCheck is not required. The provider is required to indicate the date the initial retainer was placed. The member and/or family

are required to indicate when and how the retainer was lost and present a plan to prevent future loss.

Topic #2909

## Severe Malocclusion

The following criteria are considered when reviewing PA (prior authorization) requests for orthodontia:

- A severe and handicapping malocclusion determined by a minimum Salzmann Index of 30.
- In extenuating circumstances, the dental consultant may, after comprehensive review of the case, determine that a severe handicapping malocclusion does exist, and approve the orthodontia treatment even though the Salzmann score is less than 30.
- Transfer cases from out-of-state or within state must fulfill BadgerCare Plus criteria of age and [Salzmann Index](#) at time of initial treatment (banding).
- Certain cases of minor treatment (1-4 teeth) can be approved for limited or interceptive orthodontic treatment using either fixed or removable appliances.
- If the request for orthodontic services is the result of a personality or psychological problem or condition and a member does not meet the criteria listed above, then a referral from a mental health professional is required.

Orthodontic treatment is *not* authorized for cosmetic reasons. Transfer cases from one enrolled provider to another enrolled provider are reimbursed at the maximum fee authorized minus the fees reimbursed to the original provider.

Topic #2910

## Terminated Treatment

If any orthodontic treatment is terminated prior to completion, the provider is required to notify BadgerCare Plus in writing within 30 days of termination. The notification must include the reason(s) for termination and a copy of the treatment progress notes.

## Periodontics

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Topic #2868

### An Overview

Wisconsin Medicaid reimburses providers for the following periodontal services if all requirements are met:

- Surgical.
- Nonsurgical.
- Other periodontal.

All services performed on the same DOS (date of service) must be submitted on the same claim form. Wisconsin Medicaid denies reimbursement for services performed on the same DOS but submitted on separate claim forms.

### Quadrants/Area of Oral Cavity

ForwardHealth defines gingivectomy, gingivoplasty, and periodontal scaling and root planing according to the CDT (Current Dental Terminology) description of four or more contiguous teeth per quadrant or one to three contiguous teeth per quadrant.

For a member 13 years of age and older, gingivectomy, gingivoplasty, or periodontal scaling and root planing are allowed once every three years per quadrant per provider, except in the following circumstances:

- Four quadrants are allowed per day in a hospital or an ASC (ambulatory surgical center).
- Two quadrants are allowed per day in an office, home, ECF (extended-care facility), or other POS (place of service).
- If a PA request provides sound medical or other logical reasons, including long distance travel to the dentist or a disability that makes travel to the dentist difficult, four quadrants may be allowed per day in an office, home, ECF, or other POS.

Providers are required to submit PA requests and claims for certain periodontal services with the appropriate [area of oral cavity code](#) for each quadrant requested. Each quadrant must be requested on a separate detail.

Topic #2883

### Full-Mouth Debridement

Full-mouth debridement (D4355) is allowable only once per three years for members ages 13 and older and is not reimbursable on the same DOS (date of service) as prophylaxis procedures. If full-mouth debridement is completed in more than one appointment, the service should be billed on the date of completion. Excess calculus must be evident on X-rays and documented in the member's medical record.

No other periodontal therapy (D4341, D4342, D4910) will be authorized within four weeks after full-mouth debridement.

## Preventive Services

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Topic #2864

### An Overview

BadgerCare Plus allowable dental preventive services include the following:

- Dental prophylaxes.
- Topical fluoride treatment.
- Space maintenance.
- Other preventive services.

Topic #2872

### Fluoride Treatment

Topical application of fluoride varnish (D1206) and topical application of fluoride (D1208) are allowable for both children and adults. [Coverage](#) is based on a member's age and risk group.

If a member has a high caries risk or a disability that impairs the member's ability to maintain oral hygiene, providers are required to document that information in the member's medical record.

ForwardHealth does not cover a fluoride treatment provided on the same DOS (date of service) as periodontal scaling and root planing.

Topic #2871

### Prophylaxes

Preventive services include routine prophylaxes (which includes scaling and polishing) for adults and children.

### Prophylaxis Services Performed in a Nursing Home or for Children

To provide greater flexibility in scheduling prophylaxis services in a nursing home or for children, the time period between services may be as few as 330 days for adults and 160 days for children.

### Prophylaxis (D1110, D1120)

Prophylaxis services are limited to one per six-month period for members through age 20 and one per 12-month period for members ages 21 and older.

### Members With Disabilities that Impair Their Ability to Maintain Oral Hygiene

For members with a permanent physical or developmental disability that impairs their ability to maintain oral hygiene, up to four

prophylaxis services may be provided per 12-month period. Providers are required to retain documentation of the member's disability in his or her record.

Topic #2873

## Sealants

Sealants are allowable for members up to age 20. Providers are required to document the medical necessity of the sealants (e.g., due to congenital malformation) when sealants are placed on teeth other than primary or secondary molars.

Topic #2874

## Space Maintenance

Wisconsin Medicaid reimburses providers for space maintenance therapy. This service includes coverage of missing anterior teeth, bilateral missing posterior teeth, and unilateral missing posterior teeth.

A space maintainer which includes a stainless steel crown (loop or distal shoe types) is reimbursed as a spacer plus a stainless steel crown. When a stainless steel crown is used instead of a band, the stainless steel crown must be separately identified.

Space maintainers are allowable for members up to age 20 only.

## Prosthodontics (Fixed)

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Topic #2903

### An Overview

Coverage of fixed prosthodontic services includes the following:

- Fixed partial denture pontics.
- Fixed partial denture retainers.
- Other fixed partial denture services.

The recementing of a fixed bridge, either of acid-etch retainer type or conventional crown/inlay/onlay retainers, is limited to permanent cementation.

PA (prior authorization) is required for fixed partial denture retainers, pontics, stress breakers and fixed partial denture repairs. Coverage is limited to members who cannot safely wear a removable partial denture due to a preexisting medical condition.

PA requests for fixed prosthetic services are only considered when the following criteria can be documented:

- The member cannot wear a removable partial or complete denture.
- The member has periodontally healthy teeth.

The following documentation must be submitted with a PA request for a fixed prosthodontic appliance:

- A minimum of periodontal charting and periapical radiographs of all abutment teeth.
- An explanation of unsuccessful wearing or attempt to wear a removable prosthetic appliance.
- Documentation that the member is physically, psychologically or otherwise indefinitely disabled or has a medical condition that imparts the treatment required (indicate in Element 4 of the Prior Authorization Dental Attachment 2).
- Periodontal case type (indicate in Element 12 of the Prior Authorization Dental Request form).

If necessary, diagnostic casts may be requested by BadgerCare Plus.

Topic #2904

### Bridge Repair

Repairing a fixed bridge requires PA (prior authorization). The PA request for repair of a fixed prosthetic device is considered *only* when the following criteria can be documented:

- The fixed bridge is functional.
- The member has periodontally healthy teeth.

## Prosthodontics (Removable)

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Topic #2884

### An Overview

Coverage of removable prosthodontic services includes:

- Complete dentures.
- Partial dentures.
- Repairs to complete dentures.
- Repairs to partial dentures.
- Denture reline procedures.
- Maxillofacial prosthetics.

Wisconsin Medicaid reimburses dental providers for allowable [removable prosthodontic services](#) identified by BadgerCare Plus.

When submitting claims for partial and complete dentures, the following requirements must be met:

- Providers may use the date of final impressions as the DOS (date of service), but may not submit claims to BadgerCare Plus until the prosthesis is *inserted*.
- Members must be eligible on the date the final impressions are made in order for the denture service to be covered. If eligibility issues arise, providers will be asked to verify this date through treatment progress notes.

Topic #2888

### Denture Repair Services

BadgerCare Plus requests that dentists use discretion with denture repairs. Old, worn dentures with severely worn teeth or fractures due to age should be replaced. A PA (prior authorization) request with appropriate documentation must be submitted for replacement dentures.

Providers are required to indicate an area of the oral cavity modifier (01, maxillary or 02, mandibular).

Wisconsin Medicaid reimburses a maximum amount per member, per denture, per six-month period for the repair of complete or partial dentures.

If laboratory costs exceed the maximum reimbursement allowed, dentists may submit a claim or adjustment request with laboratory bills.

### Complete Denture Repairs

Complete denture repairs include the following:

- Repair of broken complete denture base.
- Replacement of missing or broken teeth.

### Partial Denture Repairs



Repairs to partial dentures include the following:

- Repair of resin denture base.
- Repair of cast framework.
- Repair or replace a broken clasp.
- Replace broken teeth.
- Add tooth to existing partial denture.
- Add clasp to existing partial denture.
- Replace all teeth and acrylic on cast metal framework.

## Noncovered Repairs

The following repairs are not covered by BadgerCare Plus:

- Extensive repairs of marginally functional dentures.
- Repairs to a denture when a new denture would be better for the health of the member.

Topic #2889

## Edentulous Members

If a member has been edentulous for more than five years and has never worn a prosthesis, then no denture is ordinarily approved unless the dentist submits the following:

- A favorable prognosis.
- An analysis of the oral tissue status (e.g., muscle tone, ridge height, muscle attachments, etc.).
- Justification indicating why a member has been without a prosthesis.

If a member has not worn an existing prosthesis for three years, no new prosthesis will usually be authorized unless unusual mitigating circumstances and medical necessity are documented and verified by a physician.

When a member has a history of an inability to tolerate and wear a prosthetic appliance due to psychological or physiological reasons, then a new prosthesis will not be approved.

Topic #2890

## Full Dentures with Few Remaining Teeth

Wisconsin Medicaid may reimburse for full dentures when a member has only one or two remaining teeth per arch if this treatment would maintain proper anchorage and if the denture could be converted to a full denture by a simple repair, in the event of tooth loss. The ForwardHealth dental consultant determines the appropriateness of this situation at the time prior authorization is requested.

Topic #2891

## Healing Period After Tooth Extraction

BadgerCare Plus requires a minimum of six weeks healing period after the last tooth extraction occurs in the arch in question before a final impression is made.

A PA (prior authorization) request for dentures may be approved before teeth are removed. The six-week healing period must still take place. If the six-week waiting period does not take place, payment for dentures is denied or recouped.

## Shorter Healing Period After Tooth Extraction

A shorter healing period after an extraction may be approved or no healing period may be required if the PA request demonstrates that such approval is appropriate due to medical necessity, an unusual medical condition, that only a few teeth are extracted, or that extracted teeth are in noncritical areas such as the opposing arch.

BadgerCare Plus may grant a shortened healing period or require no healing period in limited situations for members who are employed with job duties that require public contact. In this situation, a statement from the employer indicating the job duties that require public contact must be included in the PA request.

To have a shorter healing period, a provider must request the shorter period at the same time the PA request for dentures is made.

Immediate upper complete denture or upper complete denture with shorter healing period is authorized and billed using procedure code D5110. Immediate lower complete denture or lower complete denture with shorter healing period is authorized and billed using procedure code D5120.

Topic #2892

## Life Expectancy of Prostheses

Generally, given reasonable care and maintenance, a prosthesis should last at least five years. Coverage of removable prosthodontic services is limited to one new full or partial denture per arch per five years unless unusual circumstances are documented with the PA (prior authorization) request. Providers and members should not expect to receive approval for a replacement prosthesis without adequate justification and documentation.

ForwardHealth assesses all cases that request early replacement of a prosthesis due to a member's poor adaptation to a new prosthesis, or poor quality workmanship by the provider.

Topic #2893

## Lost, Stolen, or Severely Damaged Prostheses

Removable prosthodontic services are provided at considerable expense to BadgerCare Plus. BadgerCare Plus does not intend to repeatedly replace lost, severely damaged, or stolen prostheses. PA (prior authorization) requests for lost, severely damaged, or stolen prostheses are only approved when:

- The member has exercised reasonable care in maintaining the denture.
- The prosthesis was being used up to the time of loss or theft.
- The loss or theft is not a repeatedly occurring event.
- A reasonable explanation is given for the loss or theft of the prosthesis.
- A reasonable plan to prevent future loss is outlined by the member or the facility where the member lives.

In these situations, BadgerCare Plus will reimburse only for the first lost, damaged, or stolen prosthesis per arch. Subsequent lost, damaged, or stolen prostheses are payable by the member.

## Prior Authorization Requirements

When submitting a PA request involving a lost, stolen, or severely damaged prosthesis, give special attention to the need for the prosthesis. The request must include a police report, accident report, fire report, or hospital, nursing home, or group home (community based residential facility) administrator statement or member statement on the loss. Such statements should include how, when, and where the prosthesis was lost or damaged, and what attempts were made to recover the loss and plans to prevent future loss.

Topic #3084

## Obturator and Palatal Lift Prostheses

Obturator protheses definitive and palatal lift protheses definitive do not require PA (prior authorization). These services may be provided once per six month period, and providers are required to retain documentation of medical necessity. Frequency limitations for these services may be exceeded in exceptional circumstances. Written justification must be included with a PA request.

Topic #2895

## Partial Dentures

Wisconsin Medicaid reimburses for partial dentures *only* for members with good oral health and hygiene, good periodontal health (AAP (American Academy of Pediatrics) Type I or II), and a favorable prognosis where continuous deterioration of teeth and periodontal health is not expected.

A member qualifies for a partial denture if any of the following criteria are met:

- One or more anterior teeth are missing.
- The member has less than two posterior teeth per quadrant in occlusion with the opposing quadrant.
- The member has at least six missing teeth per arch, including third molars.
- A combination of one or more anterior teeth are missing, and the member has less than two posterior teeth per quadrant in occlusion with the opposing quadrant.
- The member requires replacement of anterior teeth for employment reasons.
- Medically necessary for nutritional reasons documented by a physician.
- Unusual clinical situations where a partial is determined to be necessary based on a comprehensive review of the dental and medical histories.

If placement of a partial denture in an arch provides at least two posterior teeth (posterior teeth are bicuspid and molars only) per quadrant in occlusion with the opposing quadrant, the opposing partial, if requested, may not be authorized unless the member also has an anterior tooth missing in that arch.

Topic #2896

## Prior Authorization Requirements

PA (prior authorization) requests are required for the following:

- Complete dentures.
- Partial dentures.
- Replacement of all teeth and acrylic on cast metal frame work.
- Unspecified maxillofacial prosthesis.
- Frequency limitations for dentures, partials, and relines.

## Complete and Partial Dentures

PA requests for a removable prosthesis should explain the individual needs of the member and include the following information:

- The age of existing prosthesis (if applicable).
- The date(s) of surgery, edentulation, or date the last tooth or teeth were extracted.
- The adaptability of the member. When appropriate, specifically document why a member is not wearing an existing prosthesis, and why a new prosthesis will eliminate the problem.
- The appropriateness of repairing or relining the existing prosthesis.
- Any misutilization practice of the member.
- Documented loss or damage of prosthesis requiring replacement, if applicable, and how future loss will be prevented.

## Partial Dentures

Complete periodontal charting and X-rays sufficient to show entire arch in question; the BadgerCare Plus consultant may request additional information such as diagnostic casts on a case-by-case basis.

PA requests for partial dentures must include the following information:

- Periodontal status (AAP Type I-V).
- Verification that all abscessed or non-restorable teeth have been extracted or are scheduled to be extracted.
- Verification that all remaining teeth are decay-free or the member is scheduled for all restorative procedures.
- Success potential for proper completion and long-term maintenance of the partial denture.
- Verification that no tooth requires root canal therapy or that the member is responsible for any necessary root canals.

BadgerCare Plus may request additional documentation including a physician's statement to verify the following for complete or partial dentures:

- The medical necessity and appropriateness of the PA request.
- The prosthesis is necessary for proper nourishment and digestion.
- The member is physically and psychologically able to wear and maintain the prosthesis.
- The previous dentures have become unserviceable or lost.

## Unspecified Maxillofacial Prostheses

Unspecified [maxillofacial prostheses](#) (D5999) require PA. PA requests for unspecified maxillofacial prostheses are approved based on medical necessity and appropriateness on a case-by-case basis. A laboratory bill and narrative must be included with the claim form.

## Upgraded Partial Dentures

Wisconsin Medicaid reimburses dentists for providing upgraded partial dentures (D5213 and D5214), according to the following guidelines:

- PA is always required.
- Reimbursement is at the maximum fee for the "standard" resin-base partial denture (D5211 and D5212).
- Reimbursement must be accepted as payment in full.
- Each dental office that provides the service must have written criteria based on medical necessity to determine who receives the upgraded service.
- All criteria must be applied consistently to all BadgerCare Plus members.

No provider is obligated to provide upgraded partial dentures.

Topic #2897

## Prostheses Care Instructions

As part of any removable prosthetic service, dentists are expected to instruct the member on the proper care of the prostheses. Six months of post-insertion follow-up care is included in the reimbursement for complete and partial dentures and relining complete and partial dentures.

Providers performing denture and partial denture adjustments after six months of post-insertion follow-up care may submit claims to ForwardHealth using procedure code D9110 for these services.

Topic #2898

## Reline Services

Relining complete and partial upper and lower dentures is limited to once every three years, per arch, when an existing denture is loose or ill fitting or there is considerable amount of tissue shrinkage or weight loss. Six months of post-insertion follow-up care is included in reimbursement for complete and partial dentures and relining complete and partial dentures.

The frequency limitation for relines may be exceeded in exceptional circumstances. Written justification must be included with the PA (prior authorization) request.

*Note:* Chair-side reline services are **not** covered by BadgerCare Plus.

Topic #2899

## Traumatic Loss of Teeth for Members Under Age 21

When a child experiences a traumatic loss of an anterior tooth or teeth (tooth numbers 6-11, 22-27), removable prostheses may be provided by [backdating](#) a PA request.

## Restorative Services

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Topic #2865

### An Overview

Wisconsin Medicaid reimburses providers for restorative services (D2000-D2999). Restorations are expected to last for a reasonable time. Providers may exceed limitations *only* if a narrative on the submitted claim demonstrates the medical necessity for replacing a properly completed restoration.

BadgerCare Plus allowable dental restorative services include the following:

- Amalgam restorations.
- Resin-based composite restorations.
- Crowns — single restorations.
- Other restorative services.

ForwardHealth denies claims for replacement restorations performed in less than the allowable timeframe that fail to include a statement indicating why the restoration was replaced.

When performing restorative services, dental providers must follow the limitations and requirements identified by BadgerCare Plus for [allowable restorative procedures](#), along with the following standards and guidelines:

- A restoration is considered a two or more surface restoration when two or more actual tooth surfaces are involved, whether they are connected or not.
- Any single or combination of restorations on one surface of a tooth is considered as one surface for reimbursement purposes.
- For claims submission purposes, count the total number of tooth surfaces restored and list the surface letters on the claim, even when unrelated surfaces are restored.

Services that are not reimbursable as separate procedures or billable to the member include the following:

- Services considered part of the restoration, including:
  - Base, copalite, or calcium hydroxide liners placed under a restoration.
  - The acid etching procedure for composite restorations or amalgam bonding.
- Local anesthesia, which is included in the restorative service fee.
- Sedative filling in conjunction with pulpotomy, endodontic therapy, or apexification.

Topic #2876

### Crowns

BadgerCare Plus allowable crowns include anterior resin-based composite crowns, full-cast predominantly base metal crowns (upgraded crowns), prefabricated resin crowns, prefabricated stainless steel crowns with resin window, and prefabricated aesthetic coated stainless steel crowns. Dentists are not obligated to provide upgraded crowns.

For cases where Medicaid reimbursement for an upgraded crown (D2791) is less than the laboratory fee, providers may initiate reconsideration of an allowed claim by submitting an [Adjustment/Reconsideration Request \(F-13046 \(07/12\)\)](#) along with a copy of the laboratory bill to receive additional reimbursement — up to the amount of the laboratory fee.

Topic #2875

## **Temporary Sedative Fillings**

Temporary sedative fillings in conjunction with root canal procedures are reimbursed as part of the root canal procedure and are not separately reimbursable. They are not considered a small base before placement of a permanent restoration.

Topic #2877

## **Unspecified Restorative Procedures**

Providers are required to include a periapical radiograph of the involved tooth or teeth with any PA (prior authorization) request for unspecified restorative procedures (D2999).

# EHR Incentive Program

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Archive Date:07/01/2016

# EHR Incentive Program: Adopting, Implementing, or Upgrading Certified EHR Technology

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Topic #12102

## Adopting EHR Technology

In order to qualify for a Wisconsin Medicaid EHR (Electronic Health Record) Incentive Program payment under "adoption," Eligible Professionals and Eligible Hospitals must demonstrate acquisition, installation, or contractual proof of a future acquisition of CEHRT (Certified Electronic Health Record Technology) in the first payment year. All information is subject to audit at any time and must be retained by the Eligible Professional or Eligible Hospital for six years post-attestation. If selected for an audit, the applicant must be able to supply one of the following items:

- Receipt(s) for the CEHRT. The receipt must match the products associated with the CMS (Centers for Medicare and Medicaid Services) EHR certification ID the applicant received from the ONC (Office of the National Coordinator for Health Information Technology) for Health IT Certified EHR [Product List](#) and reported through the application process.
- A contract for the CEHRT. The products listed in the contract must match the products associated with the CMS EHR certification ID the applicant received from ONC's Certified Health IT Product List and reported through the application process.

Additional documentation may be considered but must, at a minimum, identify the CEHRT adopted and indicate the CEHRT acquired or purchased.

Topic #12103

## Implementing EHR Technology

In order to qualify for a Wisconsin Medicaid EHR (Electronic Health Record) Incentive Program payment under "implementation," Eligible Professionals and Eligible Hospitals must meet the criteria for adopting CEHRT (Certified Electronic Health Record Technology) and demonstrate actual implementation, installation, or utilization of CEHRT. Examples of how to demonstrate implementation of CEHRT includes completing a workflow analysis and redesign, training staff on the use of modules, and patient demographics and administrative data. All information is subject to audit at any time and must be retained by the Eligible Professional or Eligible Hospital for six years post-attestation. If selected for an audit, the applicant must be able to supply at least one document from each of the following lists:

List One:

- Receipt(s) for the CEHRT. The receipt must match the products associated with the CMS (Centers for Medicare and Medicaid Services) EHR certification ID that the applicant received from the ONC (Office of the National Coordinator for Health Information Technology) Certified Health IT [Product List](#) and reported through the application process.
- A contract for the CEHRT. The products listed in the contract must match the products associated with the CMS EHR certification ID the applicant received from ONC's Certified Health IT Product List and reported through the application process.

List Two:

- Maintenance agreement.
- Installation contract or receipts.

- System logs indentifying use of the certified technology and/or user license agreements.
- Evidence of cost, contract, or third party certification of CEHRT training.

Additional documentation may be considered but must, at a minimum, identify the CEHRT implemented and indicate the CEHRT acquired or purchased.

If attesting to "implementation," the Eligible Professional or Eligible Hospital will select from a list of implementation activities that are either "Planned" or "Completed." Some examples of these activities include workflow analysis, workflow redesigns, software installations, hardware installations, and peripheral installations.

Topic #12104

## Upgrading EHR Technology

In order to qualify for a Wisconsin Medicaid EHR (Electronic Health Record) Incentive Program payment under "upgrade," Eligible Professionals and Eligible Hospitals must meet the criteria for adopting and implementing and demonstrate expansion of the CEHRT (Certified Electronic Health Record Technology)'s functionality, such as the addition of an e-prescribing functionality or CPOE (Computerized Physician Order Entry). All information is subject to audit at any time and must be retained by the Eligible Professional or Eligible Hospitals for six years post-attestation. If selected for an audit, the applicant must be able to supply one of the following items:

- Receipt(s) for the CEHRT. The receipt must match the products associated with the CMS (Centers for Medicare and Medicaid Services) EHR certification ID the applicant received from the ONC (Office of the National Coordinator for Health Information Technology) Certified Health IT [Product List](#) and reported through the application process.
- Executed contract for the CEHRT. The products in listed in the contract must match the products associated with the CMS EHR certification ID the applicant received from ONC's Certified Health IT Product List and reported through the application process.

Additional documentation may be considered but must, at a minimum, identify the CEHRT upgraded and indicate the CEHRT acquired or purchased.

## An Overview

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Topic #16897

## Certified Electronic Health Record Technology

All Eligible Professionals are required to adopt CEHRT (Certified Electronic Health Record Technology) that meets the criteria outlined in the ONC (Office of the National Coordinator for Health Information Technology)'s 2014 Edition Standards & Certification Criteria Final Rule, regardless of the stage of Meaningful Use they are demonstrating. Eligible Professionals are required to have the following:

- The base EHR (electronic health record) technology outlined by the ONC.
- The EHR technology for the objectives and measures to which they are attesting for the applicable stage of Meaningful Use unless an exclusion applies.

An Eligible Professional's CEHRT must be able to support his or her ability to demonstrate the applicable stage of Meaningful Use.

In Program Years 2016 and 2017, Eligible Professionals can choose to use technology certified to the 2014 Edition, the 2015 Edition, or a combination of the two editions.

In Program Year 2018 and subsequent Program Years, all Eligible Professionals are required to use technology certified to the 2015 Edition.

## Documentation Requirements

Beginning in Program Year 2015, the Wisconsin Medicaid EHR Incentive Program requires Eligible Professionals to submit documentation indicating the acquisition or use of EHR technology certified to the current federal standards during the Program Year in order to demonstrate a business relationship between an Eligible Professional's place of work and their EHR vendor. All Eligible Professionals, regardless of their year of participation, will be required to submit at least one of the following with their Wisconsin Medicaid EHR Incentive Program application to document their acquisition of 2014 or 2015 Edition CEHRT:

- Contract.
- Lease.
- Proof of purchase.
- Receipt.
- Signed and dated vendor letter.

All of the following must be identified on the submitted documentation, regardless of format:

- Vendor.
- Product.
- Product version number.

Eligible Professionals are required to retain supporting documentation for their Wisconsin Medicaid EHR Incentive Program application for six years post-attestation.

## Submission Requirements

Organizations that are attesting for **fewer than 30** Eligible Professionals are required to upload supporting documentation to each

Eligible Professional's Wisconsin Medicaid EHR Incentive Program application.

Organizations that are attesting for **30 or more** Eligible Professionals are required to either upload supporting documentation to each Eligible Professional's Wisconsin Medicaid EHR Incentive Program application or securely email supporting documentation to the Wisconsin Medicaid EHR Incentive Program prior to submitting each application. Wisconsin Medicaid strongly encourages organizations that are attesting for 30 or more Eligible Professionals to upload their supporting documentation, rather than email it.

## Uploading Documentation

Organizations that are uploading supporting documentation are required to upload it through the Application Submission (Part 1 of 2) page in the Submit section of the Wisconsin Medicaid EHR Incentive Program application. Organizations are strongly encouraged to upload their supporting documentation as a Microsoft® Excel spreadsheet, although Microsoft® Word, and PDF files can also be uploaded. All uploaded files must be two megabytes or less. For specific instructions on uploading supporting documentation, refer to the Wisconsin Medicaid Electronic Health Record Incentive Program User Guide for Eligible Professionals on the [Portal User Guides page](#).

## Emailing Documentation

If submitting supporting documentation via email, organizations that are attesting for 30 or more Eligible Professionals are required to do the following:

- Complete and attach the Required CEHRT Documentation Microsoft® Excel spreadsheet available on the [DHS \(Department of Health Services\) website](#). Organizations should complete the spreadsheet using the document's internal instructions and save a copy for their records.
- Attach all other required supporting documentation to the email.
- Indicate the following as the subject line of the e-mail: "Eligible Professional Application Supporting Documentation."
- Encrypt all individually identifying information.
- Send the email to the Wisconsin Medicaid EHR Incentive Program at [DHSEHRIncentiveProgram@dhs.wisconsin.gov](mailto:DHSEHRIncentiveProgram@dhs.wisconsin.gov).

Eligible Professionals are encouraged to send their CEHRT and [patient volume documentation](#) in a single email.

Topic #12037

# Overview of the EHR Incentive Program

The EHR (Electronic Health Record) Incentive Program was established under the American Recovery and Reinvestment Act of 2009, also known as the "Stimulus Bill," to encourage certain eligible health care professionals and hospitals to adopt and become meaningful users of CEHRT (Certified Electronic Health Record Technology).

Under the federal law, Medicare and Medicaid have separate EHR incentive programs. Eligible Professionals may register to participate in either the Medicare or Medicaid EHR Incentive Programs, but not both. Eligible Professionals may change their EHR Incentive Program election once, switching between Medicare and Medicaid, but the change in election must have occurred on or before December 31, 2014. All Eligible Professionals must be Wisconsin Medicaid-enrolled in order to participate in the Wisconsin Medicaid EHR Incentive Program in a given Program Year. Eligible Professionals may participate in only one state's Medicaid EHR Incentive Program. Eligible Professionals should apply for EHR payments from the state with which they do most of their business.

Eligible Professionals must first register through the CMS (Centers for Medicare and Medicaid Services) R&A (Medicare and Medicaid Electronic Health Record Incentive Program Registration and Attestation System) system. Eligible Professionals may then apply with the Wisconsin Medicaid EHR Incentive Program. All Wisconsin Medicaid EHR Incentive Program applications will be submitted through the secure Provider area of the ForwardHealth Portal.

Payments to Eligible Professionals will be made within 45 calendar days of the approval of a completed and submitted application. Eligible Professionals who meet all of the requirements may receive an incentive payment once per calendar year.

The Wisconsin Medicaid EHR Incentive Program will be available for Eligible Professionals from 2011 through 2021. The last date Eligible Professionals may register to begin receiving incentive payments for adopting, implementing, and upgrading EHR technology is December 31, 2016. Eligible Professionals may participate for a total of six years in the Wisconsin Medicaid EHR Incentive Program. Eligible Professionals are encouraged, but not required, to participate in all six allowed payment years.

The Wisconsin Medicaid EHR Incentive Program payment years are defined as calendar years and are composed in the following way:

- First payment year: Eligible Professionals can apply for incentive payments for adopting, implementing, upgrading, demonstrating Meaningful Use of CEHRT.
- Second payment year: Eligible Professionals are required to demonstrate Meaningful Use of CEHRT during any 90-day, continuous period during the payment year.
- Third–sixth payment year: Eligible Professionals are required to demonstrate Meaningful Use of CEHRT for either a 90-day period or the full calendar year depending on the stage of Meaningful use to which they attest and the [Program Year of that attestation](#).

*Note:* Eligible Professionals will have an additional grace period after the end of the Program Year to apply for an incentive payment for that Program Year. The Program Year for Eligible Professionals is based on the calendar year (i.e., January 1–December 31).

Eligible Professionals are not required to participate in consecutive years of the Wisconsin Medicaid EHR Incentive Program. For example, an Eligible Professional may register and complete all requirements for the first year in 2011 and receive a payment but then wait until 2013 to demonstrate Meaningful Use during a 90-day, continuous period for the second payment year.

All information submitted on the Wisconsin Medicaid EHR Incentive Program application is subject to audit at any time.

*Note:* Emails from the Wisconsin Medicaid EHR Incentive Program are sent to the contact person provided during the Medicare and Medicaid EHR Incentive Program Registration and Attestation System process. The name indicated in the "From" line for these emails is *DHSEHRIncentiveProgram@dhs.wisconsin.gov*.

## Appeals

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Topic #12137

### Appeals Process

To file an appeal, the Eligible Professional or Hospital should log into the secure ForwardHealth Portal and select the new quick link called the "Wisconsin Medicaid EHR (Electronic Health Record) Incentive Program Appeal" on the secure Portal homepage.

Eligible Professionals and Hospitals (or an authorized preparer) filing a Wisconsin Medicaid EHR Incentive Program appeal should have the following information on hand when initiating an appeal:

- The NPI (National Provider Identifier) of the Eligible Hospital or Eligible Professional submitting the appeal.
- The payment year for which the appeal is being submitted.
- The name, telephone number, email address, and the preferred method of contact of the person submitting the appeal (i.e., the Eligible Hospital, Eligible Professional, or authorized preparer).

Once the Wisconsin Medicaid EHR Incentive Program has validated that the NPI matches a current application, the Eligible Professional or Hospital will then be able to select the reason to appeal from a drop-down list of reasons or will be able to provide a statement in a free-form comment box.

If the Wisconsin Medicaid EHR Incentive Program cannot match the NPI supplied with a current application, the Eligible Professional or Hospital will receive the following message: "A Wisconsin Medicaid EHR Incentive Program application that is denied or approved for payment is not found for the Eligible Hospital/Professional submitted. Please verify the information entered. If you believe this message was received in error, contact Provider Services." The Eligible Professional or Hospital should then contact Provider Services.

After selecting the reason for the appeal or providing a statement in the free-form comment box, the Eligible Professional or Hospital will then be able to upload any relevant supporting documentation in support of their appeal. This documentation may include any PDF (Portable Document Format) files up to 5 MBs each. Eligible Hospitals and Eligible Professionals should note that they must upload all relevant supporting documentation at the time of submission, as they will not be able to return to the appeal application to upload any documentation after submitting the appeal. Eligible Professionals and Eligible Hospitals will also have the option of creating a PDF of their appeal for their files.

After submission of the appeal, Eligible Professionals or Hospitals will receive a tracking number that is assigned to each appeal. Eligible Professionals and Hospitals should have this tracking number on hand to reference if they need to contact Provider Services regarding their appeal.

Once an appeal has been filed, the Eligible Professional or Hospital will receive an e-mail confirming the receipt of the appeal request and a second e-mail confirming that the appeal request has been adjudicated. The Wisconsin Medicaid EHR Incentive Program will communicate the appeal determination through a decision letter, sent to the address provided during Wisconsin Medicaid EHR Incentive Program application process, within 90 days of receipt of all information needed to make a determination. The decision letter will state whether the appeal has been denied or approved.

Topic #12477

### Valid Reasons to Appeal

Eligible Professionals and Hospitals may only appeal to the Wisconsin Medicaid EHR (Electronic Health Record) Incentive

Program for the following reasons:

- To dispute the payment amount.
- To appeal a denied Wisconsin Medicaid EHR Incentive Program application.

## Appealing a Payment Amount

Eligible Professionals and Hospitals who wish to appeal a payment amount must do so within 45 calendar days of the RA (Remittance Advice) date of the Wisconsin Medicaid EHR Incentive Program payment.

## Appealing a Denied Wisconsin Medicaid Electronic Health Record Incentive Program Application

Eligible Professionals and Hospitals who do not qualify for a Wisconsin Medicaid EHR Incentive Program payment will receive a denial letter in the mail, sent to the address provided during the Wisconsin Medicaid EHR Incentive Program application process. The letter will explain why their Wisconsin Medicaid EHR Incentive Program application was denied. Eligible Professionals and Hospitals who wish to appeal a denied Wisconsin Medicaid EHR Incentive Program application must do so within 45 calendar days from the date on the denial letter.

Eligible Professionals and Hospitals should refer to the tables below for the following information:

- A complete list of valid application denial appeal reasons.
- Additional supporting documentation that the Eligible Professional or Hospital may be required to upload based on the type of appeal, including instances when a statement is needed from the Eligible Professional or Hospital in the appeals application free-form comment box.
- Appealing the payment amount.

| Denied Application Appeals   |  |
|--|--|
| Reason for Appeal  | Documentation Needed   |
| The patient volume required by the CMS (Centers for Medicare and Medicaid Services) have not been met, see federal rule 42 CFR 495.304.          | <ul style="list-style-type: none"> <li>• For Eligible Hospitals, provide the out-of-state patient volume for the reported 90-day period on the Wisconsin Medicaid EHR Incentive Program application.</li> <li>• For Eligible Professionals, provide the patient volume for the reported 90-day period on the Wisconsin Medicaid EHR Incentive Program application.</li> </ul>  |
| The Eligible Hospital has indicated it is not an acute care hospital with an average length of stay of 25 days or less or a children's hospital. | Acute care and children's hospitals are required to have an average length of stay for patients of 25 days or less to qualify for the Wisconsin Medicaid EHR Incentive Program. If the question was answered incorrectly when completing the original Wisconsin Medicaid EHR Incentive Program application, provide a clarifying statement indicating the reason why the Eligible Hospital meets the requirements for the program. |
| The Eligible Hospital did not confirm to only participate in the Wisconsin Medicaid EHR Incentive Program.                                       | Eligible Hospitals must agree to participate in only one state's Medicaid EHR Incentive Program. If the question was answered incorrectly when completing the original Wisconsin Medicaid EHR Incentive Program application, provide a clarifying statement that the Eligible Hospital confirms to only participate in the Wisconsin Medicaid EHR Incentive Program.   |
| The Eligible Professional has indicated that   | Upload documentation proving the Eligible Professional has been  |



|  |  |
|--|--|
| they have current or pending sanctions with Medicare or Medicaid and therefore does not qualify for the Wisconsin Medicaid EHR Incentive Program.  | reinstated by the Office of Inspector General. If the question was answered incorrectly when completing the original Wisconsin Medicaid EHR Incentive Program application, provide a clarifying statement that the Eligible Professional has no current or pending sanctions with Medicare or Medicaid.  |
| The Eligible Professional has indicated that he or she is hospital based.  | Eligible Professionals are not eligible for the Wisconsin Medicaid EHR Incentive Program if they provide 90 percent or more of their services to eligible members in an inpatient hospital or emergency department. If the question was answered incorrectly when completing the original Wisconsin Medicaid EHR Incentive Program application, provide a clarifying statement that the Eligible Professional is not hospital based. |
| The Eligible Professional has indicated they are not waiving their right to a Medicare EHR Incentive Program payment for this payment year. Eligible Professionals must select to register with either Medicare or Medicaid EHR Incentive Program, but not both. | Eligible Professionals may participate in either Medicare or Medicaid EHR Incentive Programs, but not both. If the question was answered incorrectly when completing the original Wisconsin Medicaid EHR Incentive Program application, provide a clarifying statement that the Eligible Professional is waiving their right to a Medicare EHR Incentive Program payment for this year.  |

| Payment Amount Appeals                                   |  |
|--|--|
| Reason for Appeal  | Documentation Needed   |
| Eligible Professional payment amount (pediatrician only) | Provide the patient volume numbers for the reported 90-day period that should have been reported on the original Wisconsin Medicaid EHR Incentive Program application. |
| Eligible Hospital payment amount                         | Upload the Eligible Hospital's Medicare and Medicaid Cost Reports for the last four years.   |



# Clinical Quality Measures

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Topic #16879

## Clinical Quality Measures Overview

CQMs (clinical quality measures) are tools that help measure or quantify health care processes, outcomes, patient perceptions, organizational structures, and systems that are associated with the ability to provide high-quality health care. Although CQMs are reported separately from Meaningful Use measures, all Eligible Professionals are still required to report CQMs in order to demonstrate Meaningful Use successfully. The reporting period for CQMs is the same as the Meaningful Use EHR (electronic health record) reporting period for that Program Year.

Starting in Program Year 2014, CMS (Centers for Medicare and Medicaid Services) has defined new CQMs to be reported and has defined recommended core sets of CQMs, one for adults and one for children, based on the analysis of several factors, including the following:

- Conditions that contribute to the morbidity and mortality of the most Medicare and Medicaid beneficiaries.
- Conditions that represent national public health priorities.
- Conditions that are common to health disparities.
- Conditions that disproportionately drive health care costs and could improve with better quality measurement.
- Measures that would enable CMS, states, and the provider community to measure quality of care in new dimensions, with a stronger focus on parsimonious measurement.
- Measures that include patient and/or caregiver engagement.

Eligible Professionals are encouraged to report on the [recommended core set of CQMs](#) that apply to their scope of practice and patient population.

Additionally, CMS selected all CQMs to align with the HHS (Department of Health and Human Services)'s National Quality Strategy priorities for health care quality improvement. These priorities have been placed into the following six domains:

- Patient and family engagement.
- Patient safety.
- Care coordination.
- Population and public health.
- Efficient use of health care resources.
- Clinical processes/effectiveness.

Of the 64 approved CQMs, Eligible Professionals are required to report on nine. The selected CQMs must cover at least three of the six domains.

Zero is an acceptable value for the CQM denominator, numerator, and exclusion fields and will not prevent you from demonstrating meaningful use or receiving an incentive payment. Eligible Professional can meet the CQM requirements even if one or more CQM has "0" in the denominator, provided that this value was produced by CEHRT (certified electronic health record technology).

Additional information on reporting clinical quality measures can be found on the [CMS Web site](#).

Topic #16880

# Wisconsin Medicaid-Recommended Clinical Quality Measures

Eligible Professionals report CQMs (clinical quality measures) through attestation at an aggregate level. Wisconsin Medicaid recommends Eligible Professionals report on the following priority CQMs. Wisconsin Medicaid highly recommends that Eligible Professionals report measures marked with an "A" in the Wisconsin Medicaid Recommendations column because those measures closely align with Medicaid's initiatives and priorities. Additionally, Wisconsin Medicaid recommends that Eligible Professionals report measures marked with a "B" in the Wisconsin Medicaid Recommendations column because those measures have been identified as potential future areas of interest for Wisconsin Medicaid.

| eMeasure ID | National Quality Forum # | Measure Title   | CMS (Centers for Medicare and Medicaid Services) Domain | Wisconsin Medicaid Recommendations | CMS Recommendations                |
|-------------|--------------------------|---|---|------------------------------------|------------------------------------|
| CMS146v1    | 0002                     | Appropriate Testing for Children with Pharyngitis   | Efficient Use of Healthcare Resources                   | B                                  | Pediatric Recommended Core Measure |
| CMS137v1    | 0004                     | Initiation and Engagement of Alcohol and Other Drug Dependence Treatment                          | Clinical Process/Effectiveness                          | A                                  |                                    |
| CMS165v1    | 0018                     | Controlling High Blood Pressure   | Clinical Process/Effectiveness                          | A                                  | Adult Recommended Core Measure     |
| CMS156v1    | 0022                     | Use of High-Risk Medications in the Elderly   | Patient Safety  | B                                  | Adult Recommended Core Measure     |
| CMS155v1    | 0024                     | Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents | Population/Public Health                                | A                                  | Pediatric Recommended Core Measure |
| CMS138v1    | 0028                     | Preventive Care and Screening: Tobacco Use: Screening and Cessation Intervention                  | Population/Public Health                                | A                                  | Adult Recommended Core Measure     |
| CMS125v1    | 0031                     | Breast Cancer Screening   | Clinical Process/Effectiveness                          | A                                  |                                    |
| CMS124v1    | 0032                     | Cervical Cancer Screening   | Clinical Process/Effectiveness                          | A                                  |                                    |
| CMS153v1    | 0033                     | Chlamydia Screening for Women   | Population/Public Health                                | A                                  | Pediatric Recommended Core Measure |
| CMS126v1    | 0036                     | Use of Appropriate Medications for Asthma   | Clinical Process/Effectiveness                          | A                                  | Pediatric Recommended Core Measure |
| CMS117v1    | 0038                     | Childhood Immunization Status   | Population/Public Health                                | A                                  | Pediatric Recommended Core Measure |
| CMS166v2    | 0052                     | Use of Imaging Studies for Low Back Pain  | Efficient Use of Healthcare Resources                   | B                                  | Adult Recommended Core Measure     |

|          |                        |   |                                       |   |  |
|----------|------------------------|---|---------------------------------------|---|--|
| CMS122v1 | 0059                   | Diabetes: Hemoglobin A1c Poor Control   | Clinical Process/Effectiveness        | A |  |
| CMS163v1 | 0064                   | Diabetes: LDL (Low Density Lipoprotein) Management  | Clinical Process/Effectiveness        | A |  |
| CMS164v1 | 0068                   | IVD: Use of Aspirin or Another Antithrombotic   | Clinical Process/Effectiveness        | A |  |
| CMS154v1 | 0069                   | Appropriate Treatment for Children with URI (Upper Respiratory Infection)                               | Efficient Use of Healthcare Resources | A | Pediatric Recommended Core Measure                                   |
| CMS161v1 | 0104                   | MDD (Major Depressive Disorder): Suicide Risk Assessment  | Clinical Process/Effectiveness        | B |  |
| CMS128v1 | 0105                   | Anti-depressant Medication Management   | Clinical Process/Effectiveness        | A |  |
| CMS136v2 | 0108                   | ADHD (Attention-Deficit/Hyperactivity Disorder): Follow-Up Care for Children Prescribed ADHD Medication | Clinical Process/Effectiveness        | A | Pediatric Recommended Core Measure                                   |
| CMS62v1  | 0403                   | HIV/AIDS: Medical Visit   | Clinical Process/Effectiveness        | A |  |
| CMS52v1  | 0405                   | HIV/AIDS: PCP (Pneumocystis Jiroveci Pneumonia) Prophylaxis   | Clinical Process/Effectiveness        | A |  |
| CMS77v1  | TBD (proposed as 0407) | HIV/AIDS: RNA Control for Patients with HIV   | Clinical Process/Effectiveness        | A |  |
| CMS2v2   | 0418                   | Preventive Care and Screening: Screening for Clinical Depression and Follow-Up Plan                     | Population/Public Health              | A | Adult Recommended Core Measure<br>Pediatric Recommended Core Measure |
| CMS68v2  | 0419                   | Documentation of Current Medications in the Medical Record  | Patient Safety                        | A | Adult Recommended Core Measure                                       |
| CMS69v1  | 0421                   | Preventive Care and Screening: BMI (Body Mass Index) Screening and Follow-Up                            | Population/Public Health              | B | Adult Recommended Core Measure                                       |
| CMS159v1 | 0710                   | Depression Remission at 12 Months   | Clinical Process/Effectiveness        | A |  |
| CMS160v1 | 0712                   | Depression Utilization of the PHQ-9 Tool  | Clinical Process/Effectiveness        | A |  |
| CMS75v1  | TBD                    | Children Who Have Dental Decay or Cavities  | Clinical Process/Effectiveness        | A | Pediatric Recommended Core Measure                                   |

|         |     |   |                                |   |                                |
|---------|-----|---|--------------------------------|---|--------------------------------|
| CMS65v2 | TBD | Hypertension: Improvement in Blood Pressure                 | Clinical Process/Effectiveness | A |                                |
| CMS50v1 | TBD | Closing the Referral Loop: Receipt of Specialist Report     | Care Coordination              | A | Adult Recommended Core Measure |
| CMS90v2 | TBD | Functional Status Assessment for Complex Chronic Conditions | Patient and Family Engagement  | B | Adult Recommended Core Measure |

## Eligibility

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Topic #12038

### Eligible Professionals for EHR Incentive Program

To be eligible to participate in the Wisconsin Medicaid EHR (Electronic Health Record) Incentive Program, an Eligible Professional must be enrolled in Wisconsin Medicaid as one of the following:

- Advanced practice nurse prescriber with psychiatric specialty.
- Dentist.
- Nurse midwife.
- Nurse practitioner.
- Physician.
- PAs (physician assistants). Only PAs practicing in an FQHC (federally qualified health center) or RHC (rural health clinic) are considered Eligible Professionals.

*Note:* Under the federal law, only PAs practicing in an FQHC or RHC that is so led by a PA are considered Eligible Professionals. "So led" is defined in the federal regulation as one of the following:

- When a PA is the primary provider in a clinic.
- When a PA is a clinical or medical director at a clinical site of practice.
- When a PA is an owner of an RHC.

Eligible Professionals who are able to demonstrate that they funded the acquisition of the CEHRT (Certified Electronic Health Record Technology) they are using without reimbursement from an Eligible Hospital and provide more than 90 percent of their services in POS (place of service) 21 (Inpatient Hospital) or 23 (Emergency Room — Hospital) are eligible to participate in the Wisconsin Medicaid EHR Incentive Program. Hospital-based Eligible Professionals are required to upload one of the following documents as part of the application process:

- Receipt or proof of purchase detailing the CEHRT, including the vendor, product, and version number.
- Contract or lease detailing the CEHRT, including the vendor, product, and version number.

## Financial Information

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Topic #12120

### 835 Health Care Claim Payment/Advice Transaction

To assist trading partners in identifying Wisconsin Medicaid EHR (Electronic Health Record) Incentive Program payments received for an Eligible Professional or organizations on the 835 (835 Health Care Claim Payment/Advice) transaction, the NPI (National Provider Identifier) of the Eligible Professional approved to receive the Wisconsin Medicaid EHR Incentive Program payment will appear in segment PLB01 of the 2110 Loop. The PLB03-1 segment identifies the adjustment reason code. A code of LS will represent a positive incentive payment while a code of WO will represent a recovery of a previously paid incentive payment. The PLB04 segment will represent the monetary amount that is either paid or recouped based on the Adjustment Reason Code displayed in PLB03-1.

Topic #12118

### Electronic Funds Transfer

Eligible Professionals who assign payments to themselves as individuals may elect to receive paper checks but are encouraged to set up an EFT (electronic funds transfer). EFTs allow ForwardHealth to directly deposit payments into the group's or Eligible Professional's designated bank account for a more efficient delivery of payments. An EFT is secure, eliminates paper, and reduces the uncertainty of possible delays in mail delivery.

Eligible Professionals that assign payments to an organization or clinic must supply the organization's EFT number. Organizations receiving payment from an Eligible Professional may only receive incentive payments through their existing EFT account.

Refer to the Electronic Funds Transfer User Guide on the [Portal User Guides page](#) of the Portal for information on EFT enrollment.

Topic #12117

### Example of a Six-Year Payment Schedule for an Eligible Professional

Eligible Professionals who complete all the requirements for each applicable payment year will receive incentive payments in lump sums, as listed in the following table. Eligible Professionals may begin registering for the Wisconsin Medicaid EHR (Electronic Health Record) Incentive Program beginning in 2011 and up until 2016.

| Calendar Year | Wisconsin Medicaid Eligible Professionals* |          |          |          |          |      |
|---------------|--|----------|----------|----------|----------|------|
|               | 2011                                       | 2012     | 2013     | 2014     | 2015     | 2016 |
| 2011          | \$21,250                                   | —        | —        | —        | —        | —    |
| 2012          | \$8,500                                    | \$21,250 | —        | —        | —        | —    |
| 2013          | \$8,500                                    | \$8,500  | \$21,250 | —        | —        | —    |
| 2014          | \$8,500                                    | \$8,500  | \$8,500  | \$21,250 | —        | —    |
| 2015          | \$8,500                                    | \$8,500  | \$8,500  | \$8,500  | \$21,250 | —    |

|       |          |          |          |          |          |          |
|-------|----------|----------|----------|----------|----------|----------|
| 2016  | \$8,500  | \$8,500  | \$8,500  | \$8,500  | \$8,500  | \$21,250 |
| 2017  | —        | \$8,500  | \$8,500  | \$8,500  | \$8,500  | \$8,500  |
| 2018  | —        | —        | \$8,500  | \$8,500  | \$8,500  | \$8,500  |
| 2019  | —        | —        | —        | \$8,500  | \$8,500  | \$8,500  |
| 2020  | —        | —        | —        | —        | \$8,500  | \$8,500  |
| 2021  | —        | —        | —        | —        | —        | \$8,500  |
| Total | \$63,750 | \$63,750 | \$63,750 | \$63,750 | \$63,750 | \$63,750 |

\* Pediatricians with a minimum of 20 percent eligible member patient volume, but less than 30 percent eligible member patient volume will receive two-thirds of the incentive payment amounts. Eligible pediatricians will receive \$14,167 in their first payment year, \$5,667 in their second payment year, and \$42,500 in their third through sixth payment years.

Topic #12105

## Incentive Payment Information

Eligible Professionals who meet all of the requirements will receive an incentive payment once per calendar year. Eligible Professionals must assign payment to either themselves or their organization's federal TIN (tax identification number).

Wisconsin Medicaid EHR (Electronic Health Record) Incentive Program payments for Eligible Professionals may only be assigned to either the Eligible Professional themselves or the group practice assigned for the pay-to address on the Wisconsin Medicaid provider file. Eligible Professionals should ensure that the most current group practice is assigned for the pay-to address. Eligible Professionals can check this information via their ForwardHealth Portal Account in the "Demographic" section.

Topic #12119

## Remittance Advice

### Financial Transactions Section

Eligible Professionals and Eligible Hospitals will see the following information under the "Non-Claim Specific Payouts to Payee" section within the financial transactions page of the TXT (text) version of the RA (Remittance Advice) as well as within Section 130 of the CSV (comma-separated value) downloadable file:

- All Wisconsin Medicaid EHR (Electronic Health Record) Incentive Program payments will appear under the "Non-Claim Specific Payouts to Payee" section of the RA.
- Amounts identified with the Reason Code 0247 will designate the amount as a Wisconsin Medicaid EHR Incentive Program payment.
- Amounts identified with the Reason Code 0248 will designate the amount as a Wisconsin Medicaid EHR Incentive Program positive adjustment.
- Payments reported in this section are processed and mean the same as any other ForwardHealth payment identified within this section.
- A new field has been added, called "Related Provider ID," to identify the NPI (National Provider Identifier) of the individual Eligible Professional approved to receive the Wisconsin Medicaid EHR Incentive Program payment.

Eligible Professionals and Eligible Hospitals will see the following information on the "Accounts Receivable" section within the Financial Transactions page of the TXT version of the RA as well as within Section 150 of the CSV downloadable file:

- If a negative adjusting entry is required to adjust the original Wisconsin Medicaid EHR Incentive Program incentive payment issued, an Accounts Receivable transaction will be generated to initiate the adjusting entry. All Wisconsin Medicaid EHR Incentive Program payment adjustments will be identified with the Reason Code 0265 (EHR Payment Adjustment). The Wisconsin Medicaid EHR Incentive Program payments are subject to recoupment as a result of any monies owed to ForwardHealth.
- The Wisconsin Medicaid EHR Incentive Program payment adjustments are processed and report on the RA as they do today under the Accounts Receivable section.

## Summary Section

The Earnings Data section on the Summary section of the TXT version of the RA and the Sections 160 (Summary Net Payments) and Section 180 (Summary Net Earnings) of the CSV downloadable file will include the Wisconsin Medicaid EHR Incentive Program payments and adjustments reported on the Financial Transactions section. The process for calculating and reporting the net payments and earnings for the Summary section has not changed.



## Meaningful Use of Certified EHR Technology

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Topic #13357

### Definition of Meaningful Use

The Medicare and Medicaid EHR (Electronic Health Record) Incentive Programs provide a financial incentive for the Meaningful Use of certified technology to achieve health and efficiency goals. By implementing and using EHR systems, Eligible Professionals can also expect benefits beyond financial incentives, such as reduction of clerical errors, immediate availability of records and data, clinical decision support, and e-prescribing and refill automation.

The American Recovery and Reinvestment Act of 2009 specifies three main components of Meaningful Use:

- The use of a certified EHR in a meaningful manner, such as e-prescribing.
- The use of CEHRT (Certified Electronic Health Record Technology) for electronic exchange of health information to improve quality of health care.
- The use of CEHRT to submit clinical quality and other measures.

In short, Meaningful Use means Eligible Professionals need to demonstrate that they are using EHR technology in ways that can be measured in quality and quantity.

Topic #13358

### Electronic Health Record Reporting Period for Meaningful Use

The EHR (Electronic Health Record) reporting period is defined as the timeframe when Eligible Professionals report Meaningful Use to the Wisconsin Medicaid EHR Incentive Program. Each Program Year of the EHR Incentive Program follows different rule for determining the EHR reporting period. These are defined as follows:

- In Program Year 2015, the EHR reporting period for all Eligible Professionals, regardless of previous participation, is any continuous 90-day period between January 1, 2015, and December 31, 2015.
- In Program Year 2016, the EHR reporting period for Eligible Professionals who are attesting to Meaningful Use criteria for the first time (new meaningful users) will be any continuous 90-day period between January 1, 2016, and December 31, 2016. The EHR reporting period for Eligible Professionals who have successfully demonstrated a stage of Meaningful Use in a prior year (returning meaningful users) will be the full calendar year from January 1, 2016, through December 31, 2016.
- In Program Year 2017, the EHR reporting period for new meaningful users, as well as for Eligible Professionals who choose to attest to Stage 3, will be any continuous 90-day period between January 1, 2017, and December 31, 2017. The EHR reporting period for returning meaningful users who are attesting to Modified Stage 2 will be the full calendar year from January 1, 2017, through December 31, 2017.
- In Program Year 2018 and subsequent Program Years, the EHR reporting period for all Eligible Professionals, except new meaningful users, will be the full calendar year from January 1, 2018, through December 31, 2018. New meaningful users will be allowed to select any continuous 90-day period as their EHR reporting period.

Topic #13377

### Meaningful Use Criteria Overview

CMS (Centers for Medicare and Medicaid Services) has split the Meaningful Use criteria into separate stages, have been introduced over the course of the EHR (electronic health record) Incentive Program through the federal rulemaking process.

- Stage 1 sets the baseline for electronic data capture and information sharing.
- Stage 2 and Modified Stage 2 advance clinical practices and further promote information sharing.
  - The CMS established a modified set of criteria for attestation in Program Years 2015 through 2017, known as Modified Stage 2. Modified Stage 2 replaces the core and menu structure of Stages 1 and 2 with a single set of objectives and measures, and establishes several other changes to the EHR Incentive Program.
  - Eligible Professionals will no longer attest to Stage 1 and Stage 2 criteria. [Archived versions](#) of the Online Handbook containing previous attestation criteria are available for audit purposes.
- Stage 3 uses advanced clinical practices to improve outcomes.

## Meaningful Use Supporting Documentation

All information is subject to audit at any time and must be retained by Eligible Professionals for six years post-attestation. If selected for an audit, the applicant must be able to supply [supporting documentation](#).

Although Eligible Professionals are not required to upload CEHRT (certified electronic health record technology) generated Meaningful Use reports to support attestation, they are highly encouraged to do so in order to expedite the processing of applications. Documentation examples include:

- Report(s) generated by CEHRT supporting all Meaningful Use objective and measure attestations.
- Security Risk Analysis Report.
- Additional documentation supporting attestations.

Topic #19197

## Requirements for Modified Stage 2 Meaningful Use for Program Years 2015 Through 2017

The requirements for Modified Stage 2 contain 10 objectives for Eligible Professionals, including one consolidated public health reporting objective. Each objective has one or more measures to which Eligible Professionals are required to attest. Since the changes in the program occurred after some Eligible Professionals had already started to work toward Meaningful Use in 2015, there are alternate exclusions and specifications within individual objectives for Eligible Professionals in Program Years 2015 and 2016.

Information for Eligible Professionals regarding objectives and measure specifications is available in the [CMS \(Centers for Medicare and Medicaid Services\) 2015 Specification Sheets](#).

## Responses for Meaningful Use Measures

Eligible Professionals will have three different types of responses to Meaningful Use measures:

- Yes or no
- Attest to exclusions (any measure not applicable to the Eligible Professional's practice)
- Numerators and denominators

## Exclusions

Some Meaningful Use objectives are not applicable to every Eligible Professional's clinical practice; therefore, no patients or actions would be eligible for the measure denominator. In these cases, the Eligible Professional would be excluded from having to meet that measure. For example, Objective 2 Measure 2 is to "Enable and implement the functionality for drug-drug and drug-allergy interaction checks for the entire EHR reporting period." An Eligible Professional who writes fewer than 100 medication orders during the EHR reporting period may select the exclusion to this measure.

The Wisconsin Medicaid EHR (Electronic Health Record) Incentive Program recommends that Eligible Professionals review the exclusions on the CMS 2015 Specification Sheets to see if they appropriately satisfy the exclusion criteria.

*Note:* In the event of an audit, Eligible Professionals will need to support their attestation by providing documentation showing they satisfy the appropriate exclusion criteria. Refer to the Modified Stage 2 Meaningful Use Supporting Documentation Topic for examples of supporting documentation an Eligible Professional would be expected to provide if selected for an audit.

## Alternate Exclusions and Specifications

The alternate exclusions and specifications are intended to help Eligible Professionals who were scheduled to participate in Stage 1 or 2 and may not otherwise be able to meet the criteria in Program Years 2015 and 2016 because one of the following is true:

- Those criteria require the implementation of certified EHR technology beyond the functions that were required for Stage 1.
- The Eligible Professional did not intend to attest to a particular menu measure for Stage 1 or 2, which is now a required measure for Modified Stage 2.

The alternate exclusions and specifications include the following:

- Allowing Eligible Professionals who were previously scheduled to be in a Stage 1 reporting period for Program Year 2015 to use a lower threshold for certain measures
- Allowing Eligible Professionals previously scheduled for Stage 1 to exclude Modified Stage 2 measures in Program Year 2015 for which there is no Stage 1 equivalent
- Allowing Eligible Professionals scheduled for Stage 2 to exclude Modified Stage 2 measures in Program Year 2015 where a previous menu measure is now a requirement
- For Program Year 2016, Eligible Professionals previously scheduled to be in Stage 1 may claim an alternate exclusion for the Computerized Provider Order Entry (CPOE) objective measure 2 (laboratory orders) and measure 3 (radiology orders)
- Eligible Professionals may claim alternate exclusions for the Public Health Reporting Measures in Program Years 2015 and 2016

Eligible Professionals who meet the criteria for alternate exclusions and specifications will be given the option to attest to these for each applicable measure within the application. The attestation system will present the alternate options only if the provider is eligible; the provider's eligibility is based on the stage of Meaningful Use to which the provider was previously scheduled to attest.

## Numerators and Denominators

When entering percentage-based measures, the calculation to determine the Meaningful Use numerator and denominator will vary by measure. Eligible Professionals should refer to the CMS 2015 Specification Sheets for a clear definition of a Meaningful Use numerator and denominator prior to completing the Wisconsin Medicaid EHR Incentive Program application.

*Note:* Meaningful Use numerators and denominators include the number of relevant patients as defined in the Specification Sheets, not just Medicare and Medicaid patients.

Topic #19217

## Consolidated Public Health Objective

For Modified Stage 2 Meaningful Use in Program Years 2015 through 2017, Eligible Professionals are required to attest to a consolidated public health objective, which has three measure options. The following is an overview of the public health reporting objective for Eligible Professionals with details on how to successfully demonstrate active engagement and obtain supporting documentation for public health reporting.

## Public Health Reporting Objective and Measures

The public health reporting objective requires Eligible Professionals to demonstrate active engagement with a public health agency to submit electronic public health data from CEHRT (certified electronic health record technology). The following table shows the three measure options that make up the public health objective.

| Measure Number and Name                             | Measure Specification   | Maximum Times Measure Can Count | Exclusion Criteria  |
|---|---|---------------------------------|---|
| <b>Measure 1 — Immunization Registry Reporting</b>  | The Eligible Professional is in active engagement with a public health agency to submit immunization data.              | 1                               | <p><b>At least one</b> of the following is true:</p> <ul style="list-style-type: none"> <li>Does not administer any immunizations during the EHR reporting period.</li> <li>Operates in a jurisdiction for which no immunization registry is capable of accepting the specific Meaningful Use standards at the start of the EHR reporting period.</li> <li>Operates in a jurisdiction where no immunization registry has declared readiness at the start of the EHR reporting period.</li> </ul>  |
| <b>Measure 2 — Syndromic Surveillance Reporting</b> | The Eligible Professional is in active engagement with a public health agency to submit syndromic surveillance data.    | 1                               | <p><b>At least one</b> of the following is true:</p> <ul style="list-style-type: none"> <li>Is not in a category of providers from which ambulatory syndromic surveillance data is collected by their jurisdiction.</li> <li>Operates in a jurisdiction for which no public health agency is capable of receiving electronic syndromic surveillance data per specific Meaningful Use standards at the start of the EHR reporting period.</li> <li>Operates in a jurisdiction where no public health agency has declared readiness to receive syndromic surveillance data at the beginning of the EHR reporting period.</li> </ul> |
| <b>Measure 3 — Specialized Registry Reporting*</b>  | The Eligible Professional is in active engagement with a public health agency to submit data to a specialized registry. | 2                               | <p><b>At least one</b> of the following is true:</p> <ul style="list-style-type: none"> <li>Does not diagnose or treat any disease or condition associated with, or collect relevant data that is required by, a specialized registry in their jurisdiction</li> </ul>  |

|  |  |  |   |
|--|--|--|---|
|  |  |  | <p>during the EHR reporting period.</p> <ul style="list-style-type: none"> <li>• Operates in a jurisdiction for which no specialized registry is capable of accepting electronic transaction in the specific Meaningful Use standards at the start of the EHR reporting period.</li> <li>• Operates in a jurisdiction where no specialized registry for which the Eligible Professional is eligible has declared readiness to receive electronic registry transactions at the start of the EHR reporting period.</li> </ul> |
|--|--|--|---|

*\*Note:* In determining whether an Eligible Professional meets the first exclusion, the registries in question are those sponsored by the public health agencies with jurisdiction over the area where the Eligible Professional practices and by national medical societies covering the Eligible Professional's scope of practice. Therefore, an Eligible Professional is required to complete a minimum of two actions in order to determine available registries or claim an exclusion: 1) determine if the jurisdiction (state, territory, etc.) endorses or sponsors a registry, and 2) determine if a National Specialty Society or other specialty society with which the provider is affiliated endorses or sponsors a registry. Specialized registries sponsored by Wisconsin can be found on the [Public Health Meaningful Use](#) website.

Eligible Professionals scheduled to be in Stage 2 in Program Year 2015 and all Eligible Professionals in Program Years 2016 and 2017 are required to attest to any two of the three measures. However, due to alternate specifications in Program Year 2015, an Eligible Professional scheduled to be in Stage 1 is only required to meet one measure.

## Demonstrating Active Engagement for Public Health Reporting

For the Modified Stage 2 public health reporting objective, Eligible Professionals are required to be in active engagement with a public health agency to submit electronic public health data from CEHRT. Active engagement means the Eligible Professional is progressing toward sending production data or is sending production data to a public health agency or clinical data registry. Submitting production data shows that an Eligible Professional regularly reports data generated through clinical processes involving patient care from CEHRT to a public health program using appropriate standards and specifications.

An Eligible Professional can meet a public health reporting measure by registering to submit data and demonstrating any of the following Modified Stage 2 active engagement options\*:

- Option 1 — Completed Registration to Submit Data: The Eligible Professional registered to submit data with the public health agency or, where applicable, with the clinical data registry to which the information is being submitted; registration was completed no later than 60 days after the start of his or her EHR reporting period; and the Eligible Professional is awaiting invitation to begin testing and validation. With this option:
  - Eligible Professionals are able to meet the measure even when the public health agency or clinical data registry has limited resources to initiate the testing and validation process.
  - Eligible Professionals are able to meet the measure by registering their intent to report with a registry if a registry declares readiness at any point in the calendar year after the initial 60 days. (However, if an Eligible Professional had already planned to exclude based on the registry not being ready to allow for registrations of intent within the first 60 days of the reporting period, he or she may still exclude for that calendar year.)
  - Eligible Professionals who have completed registration in previous years do not need to submit a new registration to meet this requirement for each EHR reporting period as long as the registration accurately reflects their intent to submit data. Eligible Professionals whose completed registrations do not accurately reflect their intent to submit data for a public health measure are required to update their registration no later than 60 days after the start of their EHR reporting period.

For example, if an Eligible Professional previously only registered intent to submit immunization data and has now decided to also attest to the specialized registry measure for cancer reporting, the Eligible Professional will have to update the existing registration.

- Option 2 — Testing and Validation: The Eligible Professional is in the process of testing and validation of the electronic submission of data.
- Option 3 — Production: The Eligible Professional has completed testing and validation of the electronic submission and is electronically submitting production data to the public health agency or clinical data registry.

*\*Note:* The active engagement options included in Modified Stage 2 replace the ongoing submission requirement in Stage 2; however, they should not be considered mutually exclusive. Eligible Professionals who have already planned for and/or acted toward meeting any of the previous Meaningful Use requirements (Stage 1 or Stage 2 public health reporting objectives) may use those actions to count toward meeting the active engagement options under Modified Stage 2. Multiple exclusions apply.

## Public Health Reporting Exclusions

There are multiple exclusions for each of the public health reporting measures. Claiming an exclusion for a measure does not count toward the total number of public health reporting measures an Eligible Professional is required to meet. Instead, to meet the public health objective, an Eligible Professional is required to do one of the following:

- Demonstrate active engagement with a public health agency for at least the minimum number of measures for his or her scheduled stage.
- Demonstrate active engagement with a public health agency for less than the minimum number of measures for his or her scheduled stage, and claim an applicable exclusion for all remaining measures.

*Note:* Eligible Professionals cannot attest to meeting an active engagement measure and claim an exclusion for the same measure.

Eligible Professionals who do not collect appropriate or relevant data to submit to a public health agency may be able to claim an exclusion or pick another public health reporting measure. If an Eligible Professional meets the exclusion criteria, he or she can claim the exclusion to the measure. If an Eligible Professional is part of a group that submits data to a registry, but the Eligible Professional does not contribute to that data (e.g., does not administer immunizations), the Eligible Professional should not attest to meeting the measure and should claim the exclusion.

Although exclusions are available for the public health reporting measures, the Wisconsin Medicaid EHR Incentive Program does not formally grant exclusions to Eligible Professionals or offer documentation for Eligible Professionals to use when claiming an exclusion. Eligible Professionals are required to self-attest to exclusions in the attestation system based on CMS exclusion criteria. It is the Eligible Professional's responsibility to claim an exclusion and maintain the proper documentation to substantiate the attestation.

## Public Health Reporting Alternate Exclusions

In Program Year 2015, all Eligible Professionals demonstrating meaningful use have the option of using alternate exclusions for one or more public health reporting measures if they did not intend to attest to the equivalent menu measure under previous Meaningful Use requirements. The following table contains the requirements for meeting the public health objective for Modified Stage 2 in Program Year 2015.

| Requirements for Public Health Objective     | Eligible Professionals Scheduled for Stage 1 in 2015 | Eligible Professionals Scheduled for Stage 2 in 2015 |
|--|--|--|
| Minimum number of measures                   | 1  | 2  |
| Measures eligible for an alternate exclusion | Measure 1, Measure 2, or Measure 3                   | Measure 2 or Measure 3                               |

|   |   |   |
|---|---|---|
| <b>Maximum number of alternate exclusions</b> | 2 | 2 |
|---|---|---|

Topic #19218

## Registration for Public Health Program

All Eligible Professionals participating in Meaningful Use (regardless of scheduled stage) should register with DPH (the Wisconsin Division of Public Health) for the public health program and/or registry (e.g., Immunizations) to which they intend to electronically submit data. In January 2014, DPH launched PHREDS (Public Health Registration for Electronic Data Submission System), a Microsoft® SharePoint® site where Eligible Professionals register their intent to submit data from CEHRT to a public health program/registry. Eligible Professionals who would like to electronically submit data from CEHRT to a public health program are required to [register through PHREDS](#).

After a registration form is successfully submitted in PHREDS, Eligible Professionals receive a registration confirmation email and are put into a queue with the public health registries for which they have registered. Eligible Professionals in the queue will await an invitation from registry personnel to begin the onboarding process. Onboarding is the testing and validation process Eligible Professionals and public health programs engage in prior to the achievement of ongoing submission of production data. Each registry has a separate process for onboarding Eligible Professionals, but all use PHREDS to manage registrations and the onboarding queue.

In order to meet active engagement option one, all Eligible Professionals who collect the appropriate data should register their intent to submit data to the relevant public health registry no later than 60 days after the start of their EHR reporting period. Based on the registry's onboarding policies, Eligible Professionals may not be invited to further participate in the onboarding process before their EHR reporting period ends; however, they will have successfully demonstrated the public health reporting objective criteria for Active Engagement Option 1 ? Completed Registration to Submit Data (and would not have to claim an exclusion).

### Meaningful Use Acknowledgements for Public Health Programs

Meaningful Use Acknowledgements are the mechanism DPH uses to acknowledge that Eligible Professionals have registered, completed a test, or reached ongoing submission of production data from CEHRT. The Wisconsin Medicaid EHR Incentive Program strongly encourages Eligible Professionals to retain these documents (i.e., registration confirmation email and Acknowledgements file) because they are the only forms of documentation produced by DPH for this purpose.

The Wisconsin Medicaid EHR Incentive Program also recommends that all Eligible Professionals save a copy of the Acknowledgements file (in Excel format) dated after the end of their EHR reporting period, even if they are still in the onboarding queue or have achieved ongoing submission of production data. In the event of an audit, Eligible Professionals will use the Acknowledgments file to substantiate their Meaningful Use attestation. The auditor will want to see an Acknowledgments file dated after the end of the EHR reporting period being audited, to confirm the organization's or site's active engagement status with the public health registry at that time. To facilitate the audit process, all Eligible Professionals are encouraged to save a printed or PDF copy of the PHREDS page explaining the contents of the Acknowledgements file.

### Specialized Registries

Modified Stage 2 allows for a wide range of reporting options now and in the future, explicitly stating that Eligible Professionals may choose to report to clinical data registries to satisfy the measure. This means the category of specialized registries used to satisfy the specialized registry measure is not limited to those sponsored by state or local public health agencies, and Eligible Professionals may work with specialized registries outside of DPH to satisfy the Specialized Registry Reporting measure. The registries outside of DPH might include applicable registries sponsored by the Centers for Disease Control and Prevention, national medical specialty organizations, patient safety organizations, and/or quality improvement organizations. This flexibility in use of specialized registries allows Eligible Professionals to continue in the direction they may have already planned for reporting to specialized registries.



The DPH does not provide registration, administrative onboarding, compliance, or audit support to Eligible Professionals trying to meet the Specialized Registry Reporting measure if the an Eligible Professional has chosen to use a registry outside of those offered by DPH. Eligible Professionals are strongly encouraged to consider the availability of supporting documentation before attesting to the use of a specialized registry outside of those offered by DPH. In order to be considered a specialized registry by the Wisconsin Medicaid EHR Incentive Program, the agency/registry must:

- Publicly declare readiness to receive electronic data submissions.
- Publicly declare the ability to support the registration/onboarding and production processes.
- Provide proper documentation to providers to support active engagement.

Documentation maintained by an Eligible Professional to support electronic data submission to the specialized registry may also be used, in addition to any documentation provided by the agency/registry.

Beginning in Program Year 2015, Eligible Professionals will be prompted to attest to the name of the specialized registry during the application process. The Wisconsin Medicaid EHR Incentive Program also encourages Eligible Professionals to upload documentation supporting their attestation. If an Eligible Professional is intending to attest to a specialized registry sponsored by DPH, appropriate documentation would be the Acknowledgements file provided on the PHREDS SharePoint site.

Topic #19219

## Modified Stage 2 Meaningful Use Supporting Documentation

The following table contains examples of supporting documentation an Eligible Professional would be expected to provide if selected for an audit of an application submitted for the Wisconsin Medicaid EHR (Electronic Health Record) Incentive Program under Modified Stage 2 Meaningful Use.

Eligible Professionals should note that measures listed below with an asterisk (\*) have an alternate exclusion available for select Eligible Professionals. Alternate exclusions are based on an Eligible Professional's scheduled Stage of Meaningful Use and are available for Program Year 2015 (and in Program Year 2016 for some limited cases). According to the EHR Incentive Program — Stage 3 and Modifications to Meaningful Use in 2015 through 2017 Final Rule (80 FR 62788), the CMS (Centers for Medicare and Medicaid Services) will not require documentation to claim an alternate exclusion for a measure to which an Eligible Professional did not plan to attest.

| Example # | Requirement  | Measure   | Examples of Supporting Documentation   |
|-----------|--|---|--|
| 1         | Must report and meet the required threshold/answers for all General Requirements and measures for all objectives | General requirements 01-02<br>Measures for Objectives 03-09 | <ul style="list-style-type: none"> <li>• Meaningful Use reports/dashboard produced by CEHRT (certified electronic health record technology)</li> <li>• Documentation on how the attestations were created, specifically how the numerators/denominators were calculated, including rationale taken into account for inclusion/exclusion of data</li> <li>• Electronic medical record for a Medicaid member verifying required measures have been captured electronically in the CEHRT</li> </ul> |
|           |  | Must have 50 percent or more of                             | <ul style="list-style-type: none"> <li>• List of total encounters with detail</li> </ul>   |



|   |  |   |   |
|---|--|---|---|
| 2 | General Requirement 01: Percent of CEHRT Use             | their patient encounters during the EHR reporting period at a practice/location or practices/locations equipped with CEHRT.   | including date, patient identifier, payer, and rendering provider <ul style="list-style-type: none"> <li>List of encounter with CEHRT with detail on location and CEHRT used</li> </ul>   |
| 3 | General Requirement 02: Unique Patients in CEHRT         | Must have 80 percent or more of their unique patient data in the CEHRT during the EHR reporting period.   | List of all unique patients with indication of whether they are in CEHRT (If practicing at multiple locations, indicate which patients were seen in what location.)   |
| 4 | Objective 1: Protect Patient Health Information          | Conduct or review a security risk analysis in accordance with the requirements in 45 CFR 164.308 (a)(1), including addressing the security (to include encryption) of electronic protected health information (ePHI) created or maintained by CEHRT in accordance with requirements under 45 CFR 164.312(a)(2)(iv) and 45 CFR 164.306(d)(3), and implement security updates as necessary and correct identified security deficiencies as part of the Eligible Professional's risk management process. | <ul style="list-style-type: none"> <li>Detail on security risk analysis including, but not limited to: <ol style="list-style-type: none"> <li>Approach for assessment</li> <li>Results of the assessment</li> <li>Indication of who performed the assessment</li> </ol> </li> <li>Detail on security update performed as a result of the security risk analysis including, but not limited to: <ol style="list-style-type: none"> <li>Update module</li> <li>Date made</li> </ol> </li> </ul> |
| 5 | Objective 2: CDS (Clinical Decision Support) — Measure 1 | Implement five CDS interventions related to four or more CQMs (clinical quality measures) at a relevant point in patient care for the entire EHR reporting period. Absent four CQMs related to an Eligible Professional's scope of practice or patient population, the CDS interventions must be related to high priority health conditions.  | <ul style="list-style-type: none"> <li>Description of what CDS interventions have been implemented with explanation of how the CDS interventions are aligned with four or more CQMs (documentation should be uploaded pre-payment)</li> <li>Audit log showing the enabling of the CDS functionality with the time/date stamp</li> <li>Screenshots from CEHRT demonstrating implementation of the CDS rules</li> </ul>   |
| 6 | Objective 2: CDS — Measure 2                             | The Eligible Professional has enabled and implemented the functionality for drug-drug and drug allergy interaction checks for the entire EHR reporting period.  | <ul style="list-style-type: none"> <li>Audit log showing the enabling of the drug-drug and drug-allergy interaction checks with a time/date stamp</li> <li>Screenshots from the CEHRT demonstrating the drug/drug and drug/allergy interaction checks</li> <li>Documentation on exclusion qualification — proof the Eligible Professional wrote fewer than 100 medication orders during the EHR reporting period</li> </ul>   |
|   | Objective 3: CPOE (computerized                          | More than 60 percent of medication orders created by the  | <ul style="list-style-type: none"> <li>Random sampling of patient records</li> <li>Rationale for exclusion/ inclusion of patient records</li> <li>List of individuals who entered CPOE</li> </ul>   |

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| 7  | provider order entry) — Measure 1 — Medication Orders       | Eligible Professional during the EHR reporting period are recorded using computerized provider order entry   | <p>with their credentials</p> <ul style="list-style-type: none"> <li>• Policies and procedures on CPOE</li> <li>• Documentation on exclusion qualification — proof they wrote fewer than 100 medication orders</li> </ul>   |
| 8  | Objective 3: CPOE — Alternate Measure 1 — Medication Orders | <p>For providers scheduled for Stage 1 in 2015:</p> <ul style="list-style-type: none"> <li>• For Stage 1 providers in 2015, more than 30 percent of all unique patients with at least one medication in their medication list seen by the Eligible Professional during the EHR reporting period have at least one medication order entered using CPOE</li> <li>• More than 30 percent of medication orders created by the Eligible Professional during the EHR reporting period are recorded using CPOE</li> </ul> | <ul style="list-style-type: none"> <li>• Random sampling of patient records</li> <li>• Rationale for exclusion/ inclusion of patient records</li> <li>• List of individuals who entered CPOE with their credentials</li> <li>• Policies and procedures on CPOE</li> <li>• Documentation on exclusion qualification — proof they wrote fewer than 100 medication orders</li> </ul> |
| 9  | Objective 3: CPOE — Measure 2 — Laboratory Orders           | More than 30 percent of laboratory orders created by the Eligible Professional during the EHR reporting period are recorded using computerized provider order entry.*  | <ul style="list-style-type: none"> <li>• Random sampling of patient records</li> <li>• Rationale for exclusion/ inclusion of patient records</li> <li>• List of individuals who entered CPOE with their credentials</li> <li>• Policies and procedures on CPOE</li> <li>• Documentation on exclusion qualification — proof they wrote fewer than 100 laboratory orders</li> </ul> |
| 10 | Objective 3: CPOE — Measure 3 — Radiology Orders            | More than 30 percent of radiology orders created by the Eligible Professional during the EHR reporting period are recorded using computerized provider order entry.*   | <ul style="list-style-type: none"> <li>• Random sampling of patient records</li> <li>• Rationale for exclusion/ inclusion of patient records</li> <li>• List of individuals who entered CPOE with their credentials</li> <li>• Policies and procedures on CPOE</li> <li>• Documentation on exclusion qualification — proof they wrote fewer than 100 radiology orders</li> </ul>  |
|    |   |  | <ul style="list-style-type: none"> <li>• Random sampling of patient records</li> <li>• Rationale for exclusion/ inclusion of patient records</li> <li>• Rationale for exclusion/ inclusion of prescriptions</li> </ul>  |

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| 11 | Objective 4: eRx (Electronic Prescribing) | More than 50 percent of all permissible prescriptions written by the Eligible Professional are queried for a drug formulary and transmitted electronically using CEHRT.  | <ul style="list-style-type: none"> <li>• Certified electronic health record technology screenshots verifying formularies utilized</li> <li>• Documentation on exclusion 1 qualification — proof they wrote fewer than 100 permissible prescriptions</li> <li>• Documentation on exclusion 2 qualification — on lack of pharmacies that accept electronic prescriptions within 10 miles of the Eligible Professional's practice location at the start of their EHR reporting period.</li> </ul>  |
| 12 | Objective 4: eRx — Alternate Measure      | For providers scheduled for Stage 1 in 2015, more than 40 percent of all permissible prescriptions written by the Eligible Professional are transmitted electronically using CEHRT.  | <ul style="list-style-type: none"> <li>• Random sampling of patient records</li> <li>• Rationale for exclusion/ inclusion of patient records</li> <li>• Rationale for exclusion/ inclusion of prescriptions</li> <li>• Documentation on exclusion 1 qualification — proof they wrote fewer than 100 permissible prescriptions</li> </ul>  |
| 13 | Objective 5: Health Information Exchange  | <p>The Eligible Professional that transitions or refers their patient to another setting of care or provider of care must:</p> <ol style="list-style-type: none"> <li>1. Use CEHRT to create a summary of care record</li> <li>2. Electronically transmit such summary to a receiving provider for more than 10 percent of transitions of care and referrals*</li> </ol> | <ul style="list-style-type: none"> <li>• Random sampling of patient records</li> <li>• Sample of a summary of care record</li> <li>• Rationale for exclusion/ inclusion of patient records</li> <li>• Supporting documentation that the exchange mechanism complies with the privacy and security protocols for ePHI under the Health Insurance Portability and Accountability Act of 1996</li> <li>• Log of exchange that took place during the EHR reporting period</li> <li>• Documentation on exclusion qualification — proof the Eligible Professional transfers or refers a patient to another setting of care or provider less than 100 times during the EHR reporting period</li> </ul> |
| 14 | Objective 6: Patient Specific Education   | Patient-specific education resources identified by CEHRT are provided to patients for more than 10 percent of all unique patients with office visits seen by the Eligible Professional during the EHR reporting period.*   | <ul style="list-style-type: none"> <li>• Documentation to show use of patient education based on information in the system (e.g., screenshots or EHR generated reports)</li> <li>• Sample of patient record indicating resources provided and rationale for the education resource — the connection to their clinically relevant information</li> <li>• Documentation on exclusion qualification — proof the Eligible Professional had no office visits during the EHR reporting period</li> </ul>  |

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| 15 | Objective 7: Medication Reconciliation             | The Eligible Professional performs medication reconciliation for more than 50 percent of transitions of care in which the patient is transitioned into the care of the Eligible Professional.*   | <ul style="list-style-type: none"> <li>• Random sampling of patient records</li> <li>• Rationale for inclusion/ exclusion of patient records</li> <li>• Documentation on exclusion qualification — proof the Eligible Professional was not the recipient of any transitions of care during the EHR reporting period</li> </ul>  |
| 16 | Objective 8: Patient Electronic Access — Measure 1 | More than 50 percent of all unique patients seen by the Eligible Professional during the EHR reporting period are provided timely access to view online, download, and transmit to a third party their health information subject to the Eligible Professional's discretion to withhold certain information.   | <ul style="list-style-type: none"> <li>• Eligible Professional Policy and Procedure documentation</li> <li>• Rationale for exclusion/ inclusion of patient records</li> <li>• Documentation on how access was granted to patients within a set timeline</li> <li>• Electronic Health Record audit logs of patient access processing</li> <li>• Screenshots verifying existence of Patient Portal or ePHR solution</li> <li>• Random sampling of patient records</li> <li>• Documentation on exclusion 1 qualification — Rationale on how the Eligible Professional neither orders nor creates information listed for inclusion in the measure</li> </ul>  |
| 17 | Objective 8: Patient Electronic Access — Measure 2 | <p>For an EHR reporting period in 2015 and 2016, at least one patient seen by the Eligible Professional during the EHR reporting period (or patient-authorized representative) views, downloads, or transmits his or her health information to a third party during the EHR reporting period.*</p> <p>For an EHR reporting period in 2017, more than five percent of unique patients seen by the Eligible Professional during the EHR reporting period (or his/her authorized representative) view, download, or transmit to a third party their health information during the EHR reporting period.</p> | <ul style="list-style-type: none"> <li>• Eligible Professional Policy and Procedure documentation</li> <li>• Rationale for exclusion/ inclusion of patient records</li> <li>• Documentation on how access was granted to patients within a set timeline</li> <li>• Electronic Health Record audit logs of patient access processing</li> <li>• Random sampling of patient records</li> <li>• Documentation on exclusion 1 qualification — Rationale on how the Eligible Professional neither orders nor creates information listed for inclusion in the measure</li> <li>• Documentation on exclusion 2 qualification — Proof that 50 percent or more of the Eligible Professional's patient encounters take place in a county that does not have 50 percent or more of its housing units with 4 Mbps broadband availability</li> </ul> |
|    |  | For an EHR reporting period in 2015, the capability for patients to send and receive a secure electronic message with the Eligible Professional was fully enabled during the EHR reporting   | <ul style="list-style-type: none"> <li>• Random sampling of patient records</li> <li>• Rationale for exclusion/ inclusion of patient records</li> </ul>   |

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| 18 | Objective 9: Secure Electronic Messaging   | <p>period.*</p> <p>For an EHR reporting period in 2016, for at least one patient seen by the Eligible Professional during the EHR reporting period, a secure message was sent using the electronic messaging function of CEHRT to the patient (or representative), or in response to a secure message sent by the patient (or representative) during the EHR reporting period.</p> <p>For an EHR reporting period in 2017, for more than five percent of unique patients seen by the Eligible Professional during the EHR reporting period, a secure message was sent using the electronic messaging function of CEHRT to the patient (or representative), or in response to a secure message sent by the patient (or representative) during the EHR reporting period.</p> | <ul style="list-style-type: none"> <li>• 2015: Documentation that the functionality was fully enabled during the EHR reporting period</li> <li>• 2016: Documentation that at least one patient was sent a secure messaging using the electronic messaging function of CEHRT, during the EHR reporting period</li> <li>• Documentation on exclusion 1 qualification — proof the Eligible Professional had no office visits during the EHR reporting period</li> <li>• Documentation on exclusion 2 qualification — proof the Eligible Professional conducts at least 50 percent of his/her patient encounters in a county that does not have at least 50 percent of its housing units with 4 Mbps broadband availability according to the latest information available from the Federal Communications Commission on the first day of the EHR reporting period</li> </ul> |
| 19 | Objective 10: Public Health Reporting — Measure 1 — Immunization Registry Reporting  | The Eligible Professional is in active engagement with a public health agency to submit immunization data.*  | <ul style="list-style-type: none"> <li>• Documentation of the Eligible Professional's registration, onboarding, and/or ongoing submission with the DPH (Wisconsin Division of Public Health)</li> <li>•</li> <li>• Documentation on exclusion 1 qualification — proof the Eligible Professional does not administer any immunizations to any of the populations for which data is collected by the DPH during the EHR reporting period</li> </ul>  |
| 20 | Objective 10: Public Health Reporting — Measure 2 — Syndromic Surveillance Reporting | The Eligible Professional is in active engagement with a public health agency to submit syndromic surveillance data.*  | <ul style="list-style-type: none"> <li>• Documentation of the Eligible Professional's registration, onboarding, and/or ongoing submission with the DPH</li> <li>• Documentation on the mechanism the Eligible Professional has chosen to report syndromic surveillance data</li> <li>• Documentation on exclusion 1 qualification — proof the Eligible Professional is not in a category of providers from which ambulatory syndromic surveillance data is collected by the DPH</li> </ul>   |
|    |  |  | <ul style="list-style-type: none"> <li>• Documentation of the Eligible</li> </ul>  |

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| 21 | Objective 10 —<br>Public Health<br>Reporting —<br>Measure 3 —<br>Specialized Registry<br>Reporting | The Eligible Professional is in active engagement to submit data to a specialized registry.* | Professional's registration, onboarding, and/or ongoing submission with the DPH or other specialized registry <ul style="list-style-type: none"> <li>Documentation on exclusion 1 qualification — proof that the Eligible Professional does not diagnose or treat any disease or condition associated with, or collect relevant data that is collected by, a specialized registry in their jurisdiction during the EHR reporting period (e.g., cancer registry) (Two actions must be documented to claim this exclusion: 1. determine if the jurisdiction [state, territory, etc.] endorses or sponsors a registry, and 2. determine if a National Specialty Society or other specialty society with which the provider is affiliated endorses or sponsors a registry.)</li> <li>Documentation on exclusion 3 qualification — proof the Eligible Professional operates in a jurisdiction where no specialized registry for which the Eligible Professional is eligible has declared readiness to receive electronic registry transactions at the beginning of the EHR reporting period</li> </ul> |
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Topic #13397

## Stages of Meaningful Use of Certified EHR Technology

The table below demonstrates what stage of Meaningful Use must be reported based upon the first year an Eligible Professional began participating in the Wisconsin Medicaid EHR (Electronic Health Record) Incentive Program. It is assumed that an Eligible Professional's first year of participation is the AIU (adopt, implement, upgrade) phase and his/her participation occurs in consecutive years; however, Eligible Professionals do not need to participate in consecutive Program Years and may attest to meaningful use the first year of participation.

| First Year of Participation (AIU) | Stage of Meaningful Use |                   |                             |         |
|-----------------------------------|-------------------------|-------------------|-----------------------------|---------|
|                                   | 2015                    | 2016              | 2017                        | 2018+   |
| 2011                              | Modified Stage 2        | Modified Stage 2  | Modified Stage 2 or Stage 3 | Stage 3 |
| 2012                              | Modified Stage 2        | Modified Stage 2  | Modified Stage 2 or Stage 3 | Stage 3 |
| 2013                              | Modified Stage 2*       | Modified Stage 2  | Modified Stage 2 or Stage 3 | Stage 3 |
| 2014                              | Modified Stage 2*       | Modified Stage 2* | Modified Stage 2 or Stage 3 | Stage 3 |
| 2015                              | AIU                     | Modified Stage 2* | Modified Stage 2 or Stage 3 | Stage 3 |
| 2016                              | N/A                     | AIU               | Modified Stage 2 or Stage 3 | Stage 3 |

\*In 2015 and 2016, Modified Stage 2 includes alternate exclusions and specifications for certain objectives and measures

*for Eligible Professionals scheduled to demonstrate Stage 1 of Meaningful Use. Eligible Professionals who successfully attest to any stage of Meaningful Use in two prior years of participation are scheduled to demonstrate Stage 2 and may not use alternate exclusions and specifications in 2015 and 2016, with the exception of the public health reporting alternate exclusions available in 2015 and 2016. Alternate exclusion reporting continues in 2016 for Computerized Provider Order Entry (CPOE) and public health only.*



## Patient Volume

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Topic #12078

### Patient Volume Requirements and Calculations

In addition to other EHR (Electronic Health Record) Incentive Program requirements, Eligible Professionals must meet patient volume thresholds over the course of a 90-day period.

Eligible Professionals are required to select one of the following patient volume reporting periods:

- Calendar year preceding payment year.
- Twelve months preceding attestation date.

*Note:* The attestation date is defined as the day when the application is electronically signed and submitted for the first time in the Program Year or the last day of the Program Year if applying during the grace period.

An Eligible Professional cannot calculate patient volume by including patient encounters that occur during the 90-day grace period following the Program Year. For example, an Eligible Professional who applies for Program Year 2013 participation cannot include patient encounters occurring after December 31, 2013.

An Eligible Professional cannot use the same or overlapping patient volume periods for future Program Year applications. For example, an Eligible Professional uses January 1, 2013, through March 31, 2013, for Program Year 2013. In Program Year 2014, the Eligible Professional cannot use January 1, 2013, through March 31, 2013, or any overlapping period (i.e., February 1, 2013, through April 30, 2013).

When reporting patient volume, Eligible Professionals will designate which practice locations are using CEHRT (Certified Electronic Health Record Technology) and enter the relevant patient encounter data needed to determine eligibility. Patient encounter data will be entered in three parts for each practice location:

- The total (in-state) eligible member-only patient encounter volume over the previously determined continuous 90-day reporting period.
- The total (regardless of state) eligible member-only patient encounter volume over the previously determined continuous 90-day reporting period.
- The total patient encounter volume (regardless of state or payer) over the previously determined continuous 90-day reporting period.

When attesting to Wisconsin Medicaid EHR Incentive Program patient volume requirements, there are two methods by which an Eligible Professional may calculate patient volume.

- Eligible member patient volume.
- Needy individual patient volume.

Each patient volume method contains its own unique requirements; however, only Eligible Professionals practicing in an FQHC (federally qualified health center) or RHC (rural health clinic) may use the needy individual patient volume method.

Topic #18077

### Documentation Requirements



In its Final Rule (42 CFR Part 495), CMS (Centers for Medicare and Medicaid Services) published guidance on collecting supporting documentation prior to an incentive payment being paid. This supporting documentation is used to validate information provided for the incentive payment and to ensure program integrity.

As a result of CMS's guidance, beginning in Program Year 2015, Eligible Professionals will be required to submit a copy of the reports used to enter eligible member patient volume for their Wisconsin Medicaid EHR Incentive Program application in order to support their patient volume attestation. The report submission method varies depending on whether an Eligible Professional is reporting individual patient volume or group practice patient volume.

*Note:* The new documentation requirements do not affect how Eligible Professionals calculate individual or group practice patient volume.

### **Eligible Professionals Reporting Individual Patient Volume**

Beginning in Program Year 2015, Eligible Professionals reporting individual patient volume will be required to submit a copy of the detail report used to enter patient volume for their Wisconsin Medicaid EHR Incentive Program application for their selected 90-day volume reporting period. The detail report must include the following information:

- NPI.
- The following details regarding each reported patient encounter (a patient encounter is defined as any services rendered on any one day):
  - DOS.
  - Unique patient identifier (e.g., Medicaid ID, patient name).
  - Financial payer (e.g., Medicaid fee-for-service, managed care, commercial health insurer, Medicare) or an indication that the encounter is considered a Medicaid encounter.
  - Out-of-state Medicaid encounters (e.g., name of the State Medicaid Agency), if applicable.
  - Indication that the encounter is considered an "other needy" encounter (e.g., provided at no cost or on a sliding fee scale), only applicable if needy individual patient volume is reported.

*Note:* Patient encounter details should support both the patient volume numerator (before the standard deduction, if applicable) and denominator entered in the Wisconsin Medicaid EHR Incentive Program application.

### **Eligible Professionals Reporting Group Practice Patient Volume**

Beginning in Program Year 2015, Eligible Professionals attesting to group practice patient volume will be required to submit the following:

- Summary report of the provider information included in the group practice patient volume calculation.
- Detail report (used to enter patient volume) that supports the information provided in the summary report.

Organizations (at the group NPI level) using the group patient volume calculation for more than one Eligible Professional's Wisconsin Medicaid EHR Incentive Program application will be required to submit the same summary report and detail report for each application. This means summary and detail reports provided for each Eligible Professional application should not vary from one application to another for the same organization and will not require any additional data manipulation.

Eligible Professionals reporting group practice patient volume will be required to submit the group practice's summary report used to enter patient volume for their Wisconsin Medicaid EHR Incentive Program application for their selected 90-day volume reporting period. The summary report must include the following information for each provider included in the group practice patient volume calculation:

- Provider name.
- NPI.
- Individual Medicaid encounter volume (numerator) and total encounter volume (denominator) totals for each provider

included in the group practice patient volume calculation.

In addition, Eligible Professionals reporting group practice patient volume are required to submit a copy of the group practice's detail report used to enter patient volume for their Wisconsin Medicaid EHR Incentive Program application for their selected 90-day volume reporting period. The detail report must include the following information:

- Group and provider NPIs.
- The following details regarding each reported patient encounter (a patient encounter is defined as any services rendered on any one day):
  - DOS.
  - Unique patient identifier (e.g., Medicaid ID, patient name).
  - Financial payer (e.g., Medicaid fee-for-service, managed care, commercial health insurer, Medicare) or an indication that the encounter is considered a Medicaid encounter.
  - Out-of-state Medicaid encounters (e.g., name of the State Medicaid Agency), if applicable.
  - Indication that the encounter is considered an "other needy" encounter (e.g., provided at no cost or on a sliding fee scale), only applicable if needy individual patient volume is reported.

*Note:* Patient encounter details should support both the patient volume numerator (before the standard deduction, if applicable) and the denominator entered in the Wisconsin Medicaid EHR Incentive Program application.

Alternative supporting documentation may be submitted for Eligible Professionals who do not have claims with their current group practice during the 90-day patient volume reporting period to support they are either new to practicing medicine (e.g., a recent graduate of an appropriate training program) or reporting at least one patient encounter from a previous practice.

## Submission Requirements

Eligible Professionals attesting to individual patient volume are required to upload supporting documentation to their Wisconsin Medicaid EHR Incentive Program application. Eligible Professionals attesting to group practice patient volume are required to either upload supporting documentation to their Wisconsin Medicaid EHR Incentive Program application or securely email supporting documentation to the Wisconsin Medicaid EHR Incentive Program prior to submitting their application. Wisconsin Medicaid strongly encourages Eligible Professionals attesting to group practice patient volume to upload their supporting documentation, rather than email it.

### Uploading Documentation

Eligible Professionals who are uploading supporting documentation are required to upload it through the Application Submission (Part 1 of 2) page in the Submit section of the Wisconsin Medicaid EHR Incentive Program application. Eligible Professionals are strongly encouraged to use a Microsoft® Excel spreadsheet(s) for their patient volume report(s). For specific instructions on uploading required supporting documentation, Eligible Professionals should refer to the Wisconsin Medicaid Electronic Health Record Incentive Program User Guide for Eligible Professionals on the [Portal User Guides page](#).

### Emailing Documentation

If submitting supporting documentation via email, Eligible Professionals attesting to group practice patient volume are required to do the following:

- Complete and attach the Group Practice Patient Volume Workbook Microsoft® Excel spreadsheet available on the [DHS \(Department of Health Services\) website](#). This spreadsheet identifies each of the practice's Eligible Professionals who are attesting with the group practice patient volume. Eligible Professionals should complete the spreadsheet using the document's internal instructions and save a copy for their records.
- Securely attach all other required supporting documentation to the email.
- Indicate the following as the subject line of the e-mail: "Eligible Professional Application Supporting Documentation."

- Encrypt all individually identifying information.
- Send the email to the Wisconsin Medicaid EHR Incentive Program at [DHSEHRIncentiveProgram@dhs.wisconsin.gov](mailto:DHSEHRIncentiveProgram@dhs.wisconsin.gov).

Eligible Professionals are encouraged to send their CEHRT (Certified Electronic Health Record Technology) and patient volume documentation in a single email.

Topic #12098

## Eligible Member Patient Volume

Eligible Professionals using the eligible member patient volume method must meet a minimum patient encounter volume threshold of one of the following:

- At least 30 percent of their patient volume attributed to eligible members over a continuous 90-day period in the calendar year preceding the payment year or during the 12 months prior to the date of attestation.
- Pediatricians will be considered eligible if 20 percent of their patient encounter volume is attributable to eligible members but will receive two-thirds of the incentive amounts. If a pediatrician's patient encounter volume is 30 percent or higher, the incentive payments are the same as any other Eligible Professional.

*Note:* Eligible Professionals should note that the Wisconsin Medicaid EHR Incentive Program will not round up to meet the minimum patient volume threshold. All patient volumes reported that are below 30 percent (including those at or below 29.99 percent) will be deemed ineligible.

## Definition of Eligible Members

The federal law 42 CFR s. 495.306(c)(1) stipulates that only certain services rendered to certain members who are reimbursed with Medicaid (Title XIX) funds may be counted towards eligible member patient volume requirements. The Wisconsin Medicaid EHR Incentive Program defines eligible members as those members enrolled in the [programs](#).

## Definition of Patient Encounter

An eligible member patient encounter is defined as services rendered on any one day to an individual enrolled in a Medicaid program, regardless of the Medicaid reimbursement amount. Unpaid encounters for services rendered to an individual enrolled in a Medicaid program may be counted as eligible member patient encounters. Claims denied because the patient was not Medicaid eligible at the date of service cannot be counted as eligible member patient encounters.

Multiple Eligible Professionals may count an encounter for the same individual. For example, it may be common for a PA (physician assistant) or nurse practitioner and physician to provide services to a patient during an encounter on the same DOS (date of service). It is acceptable in these and similar circumstances to count the same encounter for multiple Eligible Professionals for purposes of calculating each Eligible Professional's patient volume. The encounters must take place within the scope of practice for each of the Eligible Professionals.

## Standard Deduction

The federal regulations governing the Medicaid EHR Incentive Program stipulate that an eligible member is an individual whose services are reimbursed through Medicaid (Title XIX). Since ForwardHealth is funded by both Medicaid (Title XIX) and the CHIP (Children's Health Insurance Program) (Title XXI), Eligible Professionals may be unable to distinguish encounters with eligible members from encounters with non-eligible members when determining their patient volume. To assist Eligible Professionals in determining their eligible patient encounters, the Wisconsin Medicaid EHR Incentive Program will calculate a standard deduction. The standard deduction for Program Year 2015 is 7.07 percent.

To calculate eligible patient encounters, Eligible Professionals should multiply the total number of eligible member encounters by a

factor of  $(1 - 0.0707)$ , which is 0.9293, and then divide that number by the total number of patient encounters. The final number should be rounded to the nearest whole number (i.e., .01 through .49 should be rounded down to the nearest whole number, and .50 through .99 should be rounded up to the nearest whole number).

## Individual and Group Practice Methodologies

Eligible Professionals using the eligible member patient volume method may elect to calculate patient volume at the individual or group practice level. If an Eligible Professional calculates his or her patient encounter volume based on a group practice level, the entire group practice's patient encounter volume must be included. This includes the services rendered by all providers within the group practice, regardless of provider type or eligibility status for the Wisconsin Medicaid EHR Incentive Program. Additionally, all Eligible Professionals included in the group practice who register for the Wisconsin Medicaid EHR Incentive Program must also register using the group practice patient volume.

A group practice is defined by how a group practice enumerates its business using NPIs (National Provider Identifiers). When calculating a group practice patient volume, the group practice patient volume methodology can only be used if all of the following conditions are satisfied:

- The eligible members included in the group practice patient volume calculation were provided services during the group practice's 90-day period patient volume reporting period.
- There is an auditable data source to support a group practice's patient volume determination.
- All Eligible Professionals in the group practice use the same methodology for the payment year.
- The group practice uses the entire practice or clinic's patient volume and does not limit patient volume in any way.
- If an Eligible Professional works inside and outside the group practice, the patient volume calculation may only include those encounters associated with the group practice and not individual encounters outside the group practice.

*Note:* Eligible Professionals should note that whether they calculate their eligible member patient encounter volume as a group practice or as an individual will not affect how the incentive payments are distributed. For example, an Eligible Professional may calculate their eligible member patient volume at an individual level and assign payment to their group practice. Conversely, an Eligible Professional may calculate their eligible member patient volume at a group practice level and assign payment to themselves.

Eligible Professionals calculating group practice patient volume under the eligible member patient volume must meet a minimum of at least 30 percent of their patient volume attributed to eligible members. The standard deduction must be applied to the total (in-state) eligible member-only patient encounters of the group and rounded to the nearest whole number prior to entry in the Wisconsin EHR Incentive Program application.

Topic #12099

## Needy Individual Patient Volume

The federal law stipulates that only certain services rendered to certain individuals may be counted towards the needy individual patient volume requirements. The Wisconsin Medicaid EHR (Electronic Health Record) Incentive Program defines needy individuals as those listed [here](#) as well as those who are provided uncompensated care by the provider, or individuals provided services at either no cost or reduced cost based on a sliding scale determined by the individual's ability to pay.

Only Eligible Professionals, including pediatricians, practicing predominantly in an FQHC (Federally Qualified Health Center) or RHC (Rural Health Clinic) may use the Needy Individual Patient Volume method. An Eligible Professional is defined as practicing predominantly in a FQHC or RHC if more than 50 percent of the Eligible Professional's encounters occur in an FQHC or RHC during a six-month period in the most recent calendar year or in the most recent 12 months prior to attestation.

Eligible Professionals using the Needy Individual Patient Volume method must meet a minimum of 30 percent needy individual patient volume threshold. Needy Individual Patient Volume encounters consist of the following:

- Services rendered on any one day to an individual where Medicaid or BadgerCare Plus paid all or part of the service including copayments or any other cost-sharing.
- Services rendered on any one day to an individual where Children's Health Insurance Program under Title XXI paid for part or all of the service.
- Services rendered on any one day to an individual furnished by the provider as uncompensated care.
- Services rendered on any one day to an individual furnished at either no cost or reduced cost based on a sliding scale determined by the individual's ability to pay.

Eligible Professionals using the Needy Individual Patient Volume method may elect to calculate patient volume at an individual or a group practice level. If an Eligible Professional calculates his or her patient encounter volume based on a group practice, the entire group practice's patient volume must be included. This includes the services rendered by all providers within the group practice, regardless of provider type or eligibility status for the Wisconsin Medicaid EHR Incentive Program. Additionally, all Eligible Professionals included in the group practice who register for the Wisconsin Medicaid EHR Incentive Program must also register using the group practice patient volume.

A group practice is defined by how a group practice enumerates its business using NPIs (National Provider Identifiers). When calculating a group practice patient volume, the group practice patient volume methodology can only be used if all of the following conditions are satisfied:

- The eligible members included in the group practice patient volume calculation were provided services during the 90-day period that the organization is attesting (for the first year).
- There is an auditable data source to support a group practice's patient volume determination.
- All Eligible Professionals in the group practice use the same methodology for the payment year.
- The group practice uses the entire group practice's patient volume and does not limit patient volume in any way.
- If an Eligible Professional works inside and outside the group practice, the patient volume calculation may only include those encounters associated with the group practice and not individual encounters outside the group practice.

*Note:* Eligible Professionals should note that whether they calculate their needy individual patient encounter volume as a group practice or as an individual will not affect how the incentive payments are distributed. For example, an Eligible Professional may calculate his or her needy individual patient volume at an individual level and assign payment to the group practice. Conversely, an Eligible Professional may calculate his or her needy individual patient volume at a group practice level and assign payment to him- or herself.

Eligible Professionals calculating group patient volume under the needy individual patient volume must meet a minimum of at least 30 percent of their patient volume attributed to needy individuals. The standard deduction must be applied to the total (in-state) eligible member-only patient encounters of the organization and rounded to the nearest whole number prior to entry in the Wisconsin EHR Incentive Program application.

Topic #12101

## Example of Calculating Group Practice Patient Volume

Eligible Professionals must have at least 30 percent of their patient volume encounters attributed to eligible members. When electing to use group practice patient volume, the entire practice's patient volume must be included. This includes the services rendered by all practitioners within the group practice, regardless of provider type or eligibility status for the Wisconsin Medicaid EHR (Electronic Health Record) Incentive Program. Groups are defined by how their businesses are enumerated under their NPI (National Provider Identifier).

The following is an example of calculating group practice volume for the purpose of establishing eligibility for the Wisconsin Medicaid EHR Incentive Program.

| Eligible Based on Provider Type | Provider Type         | Total Encounters (Eligible Members/Total) | Percentage of Eligible Member Encounters |
|---------------------------------|-----------------------|---|--|
| Yes                             | Physician             | 80/200                                    | 40 percent                               |
| Yes                             | Nurse Practitioner    | 50/100                                    | 50 percent                               |
| Yes                             | Physician             | 0/100                                     | 0 percent                                |
| No                              | RN (Registered Nurse) | 150/200                                   | 75 percent                               |
| No                              | Pharmacist            | 80/100                                    | 80 percent                               |
| Yes                             | Physician             | 30/300                                    | 10 percent                               |
| Yes                             | Dentist               | 5/100                                     | 5 percent                                |
| Yes                             | Dentist               | 60/200                                    | 30 percent                               |

In this scenario, there are 1300 encounters in the selected 90-day period. Of the 1300 encounters, 455 are attributable to eligible members, or 35 percent. The next step is to apply the standard deduction ( $1 - .0707 = 0.9293$ ) to the number of eligible members.

$$455 * 0.9293 = 422.8315$$

That number is divided by the total number of encounters in the selected 90-day period, or 1300.

$$422.8315 / 1300 = 0.325255 \text{ or } 32.5255 \text{ percent}$$

Therefore, the group practice patient volume is 32.5255 percent, which is rounded to the nearest whole number of 33 percent, and is eligible for the Wisconsin Medicaid EHR Incentive Program.

Eligible Professionals should note that even though one dentist's eligible member encounter percentage was only 5 percent and one physician's eligible member encounter percentage was 10 percent, when included in the group practice patient volume, both are eligible for the program when registering with the group practice patient volume. The physician whose eligible member encounter percentage is zero is not eligible for the program because he or she did not render services to at least one eligible member during the 90-day period; however, if the physician is new to practicing medicine (e.g., a recent graduate of an appropriate training program), he or she would be eligible for the program because he or she does not need to provide proof of an encounter.

Topic #12100

## Example of Calculating Individual Patient Volume

Eligible Professionals must have at least 30 percent (except pediatricians, who must have at least 20 percent) of their patient volume attributed to eligible members. For example, if an Eligible Professional calculates his or her total eligible member patient encounter volume of 33 out of a total patient encounter volume of 75, the eligible member patient volume is 44 percent.

Eligible Professionals may be unable to distinguish between some eligible members and some non-eligible members when determining their patient volume. The Wisconsin Medicaid EHR (Electronic Health Record) Incentive Program only considers services provided to members who are eligible to be reimbursed with funding directly from Medicaid (Title XIX) to be a patient encounter. Eligible Professionals may be unable to determine where funding for eligible members comes from, so in order to assist Eligible Professionals in determining their eligible patient encounters, the Wisconsin Medicaid EHR Incentive Program will calculate a standard deduction. The standard deduction for Program Year 2015 is 7.07 percent.

To figure out the eligible member patient encounters, Eligible Professionals must multiply their total eligible member encounter patient volume by a factor of ( $1 - 0.0707$ ) or 0.9293 and then divide that number by their total eligible member patient encounter volume.





So the final eligible member patient encounter volume is 30.6669 encounters out of 75 total, or 40.8892 percent, rounded to the nearest whole number, 41 percent.

Therefore, 41 percent of the Eligible Professional's patient volume is eligible members and the Eligible Professional fulfills the patient volume requirement for the Wisconsin Medicaid EHR Incentive Program. Eligible Professionals should note that the Wisconsin Medicaid EHR Incentive Program will not round up to meet the minimum patient volume threshold. All patient volumes reported that are below 30 percent (including those at or below 29.99 percent) will be deemed ineligible.

Topic #12097

## Members Who May Be Counted When Determining Patient Volume

Most members enrolled in the programs listed below are considered eligible members and may be counted when determining patient encounters and patient volume:

- Wisconsin Medicaid.
- BadgerCare Plus Standard Plan.
- BadgerCare Plus Express Enrollment for Pregnant Women.
- Alien Emergency Service Only.
- TB-Only (Tuberculosis-Related Service Only) Benefit.
- Family Planning Only Services.

*Note:* There are certain members enrolled in these programs or certain services provided to eligible members that may be included in the patient volume, which is the reason for the standard deduction.



## Registration and Applying

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Topic #12057

### Individuals Applying for the EHR Incentive Program

A secure Provider account on the ForwardHealth Portal is required to apply for the Wisconsin Medicaid EHR (Electronic Health Record) Incentive Program. All applications must be completed via a secure Provider Portal account.

An Eligible Professional applying as an individual needs to follow the process below when applying for the Wisconsin Medicaid EHR Incentive Program:

- The Eligible Professional needs to first log in to the Portal. If the Eligible Professional does not have a Portal account, he or she needs to obtain one. The Eligible Professional should refer to the Account User Guide on the [Portal User Guides page](#) of the Provider area of the Portal for more information on obtaining a Portal account.
- The Eligible Professional needs to click on the Wisconsin Medicaid EHR Incentive Program link in the Quick Link box.
- The Eligible Professional will have to designate payment to either him- or herself or to the organization.

Topic #12040

### Organizations Applying for the EHR Incentive Program on Behalf of Eligible Professionals

A secure Provider Portal account is required to apply for the Wisconsin Medicaid EHR (Electronic Health Record) Incentive Program. All applications must be completed via a secure Provider ForwardHealth Portal account.

Organizations applying on behalf of Eligible Professionals need to follow the process below when applying for the Wisconsin Medicaid EHR Incentive Program:

- The organization needs to first log in to the Portal. The organization only needs one Portal account to apply for all Eligible Professionals assigning payment to their organization and associated with the organization's federal TIN (tax identification number). If the organization does not have a Portal account, it needs to obtain one. Refer to the Account User Guide on the [Portal User Guides page](#) of the Provider area of the Portal for more information on obtaining a Portal account.
- Portal Administrators will automatically have access to the Wisconsin Medicaid EHR Incentive Program application. Organizations may assign the new "EHR Incentive" role to a clerk to conduct all Wisconsin Medicaid EHR Incentive Program business.
- The organization may access the EHR Incentive Program application by clicking on the Wisconsin Medicaid EHR Incentive Program link in the Quick Link box.
- The organization will see a list of all Eligible Professionals that are associated with the organization's TIN. The organization will have to submit a separate application for each Eligible Professional associated with their TIN. Organizations should note that once an application has begun for an Eligible Professional, only the Portal account used to begin the application can access that Eligible Professional's application.

Topic #12039

### Registration for the EHR Incentive Program with CMS

All Eligible Professionals are required to first register at the [R&A \(Medicare and Medicaid Electronic Health Record Incentive Program Registration and Attestation System\) Web site](#). A step-by-step walkthrough of the R&A registration process for Eligible Professionals is also available [online](#).

After an Eligible Professional successfully registers on the R&A, CMS (Centers for Medicare and Medicaid Services) will process the registration and send the file to the Wisconsin Medicaid EHR (Electronic Health Record) Incentive Program. After receipt of the file, the Wisconsin Medicaid EHR Incentive Program will enter all relevant information into the ForwardHealth system. Eligible Professionals must wait two full business days before beginning the application for the Wisconsin Medicaid EHR Incentive Program to allow for this process.

Topic #12058

## Required Information When Starting the EHR Incentive Program Application

Eligible Professionals will be required to supply specific information when completing the EHR (Electronic Health Record) Incentive Program application. Eligible Professionals do not have to complete the entire application in one session. The application will allow users to save the information entered and return later to complete the application.

Eligible Professionals should have the following information available when beginning the application:

- Information submitted to the R&A (Medicare and Medicaid Electronic Health Record Incentive Program Registration and Attestation System). Eligible Professionals will need to confirm all of this information during the initial application phases.
- Contact name, telephone number, and e-mail address of the authorized preparer of the Eligible Professional's application, if not the Eligible Professional.
- Information regarding whether or not the Eligible Professional applying to the Wisconsin Medicaid EHR Incentive Program has any sanctions or pending sanctions with the Medicare or Medicaid programs and is licensed to practice in all states in which services are rendered.
- The CMS (Centers for Medicare and Medicaid Services) EHR certification ID for the CEHRT (Certified Electronic Health Record Technology) the Eligible Professional already has or is contractually obligated to acquire. For more information on approved EHR technology, Eligible Professionals should refer to the ONC (Office of the National Coordinator for Health Information Technology)-certified EHR [product list](#).
- Required Patient Volume Data:
  - The total in-state eligible member patient encounter volume over the previously determined continuous 90-day reporting period.
  - The total eligible member patient encounter volume over the previously determined continuous 90-day reporting period.
  - The total patient encounter volume over the previously determined continuous 90-day reporting period.

Topic #12077

## Reviewing, Confirming, and Submitting the EHR Incentive Program Application

After completing attestations for the EHR (Electronic Health Record) Incentive Program, the Eligible Professional will be asked to review all answers provided. An error-checking function will identify any errors found in the application.

Final submission will require an electronic signature by providing the preparer or the Eligible Professional's initials, the Eligible Professional's NPI (National Provider Identifier) and the Eligible Professional's personal TIN (tax identification number). If completed through the use of an authorized preparer, that preparer will also need to include his or her name and relationship to the

Eligible Professional and then electronically sign the application before submission. Once the Wisconsin Medicaid EHR Incentive Program application has been completed and submitted, an e-mail notification will be sent to confirm the application's submission. After an application is successfully submitted and approved, Eligible Professionals can expect payments within 45 days.

## Resources for EHR Incentive Program

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Topic #12138

### Provider Services

Eligible Professionals and Eligible Hospitals should call [Provider Services](#) with all questions regarding the Wisconsin Medicaid EHR (Electronic Health Record) Incentive Program.

Topic #18097

### Technical Assistance Services

Technical assistance services are available to all Medicaid-enrolled providers (including specialists) who are eligible to participate in or who already participate in the Medicaid or Medicare EHR (Electronic Health Record) Incentive Program. These services are designed to help providers as they adopt, implement, upgrade, and meaningfully use CEHRT (Certified Electronic Health Record Technology); they include the following:

- EHR selection and implementation guidelines.
- Meaningful Use education and consulting, including readiness assessments and audit preparation.
- Public health objective onboarding and testing assistance.
- HIPAA (Health Insurance Portability and Accountability Act of 1996) security risk assessments.
- Workflow optimization.

The technical assistance services are being offered by the [Health IT Extension Program](#), which is supported by [MetaStar, Inc.](#), an independent nonprofit quality improvement organization. For more information regarding the technical assistance services offered by the Health IT Extension Program, providers may email MetaStar, Inc., at [info@metastar.com](mailto:info@metastar.com).

Topic #12139

### User Guide

Wisconsin Medicaid EHR (Electronic Health Record) Incentive Program User Guides for Eligible Professionals and Eligible Hospitals are available on the [Portal User Guides page](#) of the Provider area of the ForwardHealth Portal.

Topic #12140

### Web Sites

The following Web sites provide additional information regarding the EHR (Electronic Health Record) Incentive Program.

| Available Resources  | Web Sites  |
|--|--|
| Wisconsin Medicaid EHR Incentive Program Web Site                      | <a href="http://www.dhs.wisconsin.gov/ehrincentive/index.htm">www.dhs.wisconsin.gov/ehrincentive/index.htm</a> |
| CMS (Centers for Medicare and Medicaid Services) EHR Incentive Program | <a href="http://www.cms.gov/EHRIncentivePrograms/">www.cms.gov/EHRIncentivePrograms/</a>                       |

Wisconsin Health Information Technology  
Extension Center Web Site

[www.whitec.org/](http://www.whitec.org/)

# Managed Care

# 5

Archive Date:07/01/2016

## Managed Care:Claims

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Topic #385

### Appeals to BadgerCare Plus and Wisconsin Medicaid

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

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

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

Appeals must be made in writing and must include:

- A letter, clearly marked "APPEAL," explaining why the claim should be paid or a completed [Managed Care Program Provider Appeal \(F-12022 \(03/09\)\)](#) form.
- A copy of the claim, clearly marked "APPEAL."
- A copy of the provider's letter to the HMO or SSI HMO.
- A copy of the HMO's or SSI HMO's response to the provider.
- A copy of the member's medical record that supports the claim if the denial is based on a medical decision (emergency, medical necessity, prior authorization, etc.), or any documentation that supports the case.
- A copy of the RA (Remittance Advice) showing the date, denial, and denial reason.

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

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

Topic #384

### Appeals to HMOs and SSI HMOs

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

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

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

Topic #386

## Claims Submission

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

Topic #387

## Extraordinary Claims

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

The following are some examples of extraordinary claims situations:

- The enrollee was not enrolled in an HMO or SSI HMO at the time he or she was admitted to an inpatient hospital, but then he or she enrolled in an HMO or SSI HMO during the hospital stay. In this case, all claims related to the stay (including physician claims) should be submitted to fee-for-service. For the physician claims associated with the inpatient hospital stay, the provider is required to include the date of admittance and date of discharge in Item Number 18 of the paper 1500 Health Insurance Claim Form ((02/12)).
- The claims are for orthodontia/prostodontia services that began before HMO or SSI HMO coverage. Include a record with the claim of when the bands were placed.

## Submitting Extraordinary Claims

When submitting an extraordinary claim, include the following:

- A legible copy of the completed claim form, in accordance with billing guidelines.
- A letter detailing the problem, any claim denials, and any steps taken to correct the situation.
- A copy of the [Explanation of Medical Benefits form](#), as applicable.

Submit extraordinary claims to:

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

Topic #388

## Medicaid as Payer of Last Resort

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



Topic #389

## Provider Appeals

When a BadgerCare Plus HMO (health maintenance organization) or Medicaid SSI (Supplemental Security Income) HMO denies a provider's claim, the HMO or SSI HMO is required to send the provider a notice informing him or her of the right to file an appeal.

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

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

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

## Covered and Noncovered Services

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Topic #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.
- [Provider-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.

Topic #390

### Covered Services

## HMOs

HMOs (health maintenance organizations) are required to provide at least the same benefits as those provided under fee-for-service arrangements. Although ForwardHealth requires contracted HMOs and Medicaid SSI (Supplemental Security Income) HMOs to provide all medically necessary covered services, the following services may be provided by BadgerCare Plus HMOs at their discretion:

- Dental.
- Chiropractic.

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

Topic #17037

## Dental and Chiropractic Coverage

When a provider verifies a member's enrollment via the ForwardHealth Portal, the MC Program column on the Managed Care Enrollment panel will indicate whether or not the HMO provides dental and/or chiropractic services to enrolled members. The [Enrollment Verification Portal User Guide](#) contains more information.

Topic #391

## Noncovered Services

The following are not covered by BadgerCare Plus HMOs or Medicaid SSI (Supplemental Security Income) HMOs but are provided to enrollees on a fee-for-service basis provided the member's fee-for-service plan covers the service:

- Behavioral treatment.
- CRS (Community Recovery Services).
- CSP (Community Support Program) benefits.
- Crisis intervention services.
- Environmental lead inspections.
- CCC (child care coordination) services.
- Pharmacy services and diabetic supplies.
- PNCC (prenatal care coordination) services.
- Provider-administered drugs.

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

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

Topic #13877

## Striving to Quit Initiative — First Breath

### Background Information

According to the CDC (Centers for Disease Control and Prevention), almost one million individuals in Wisconsin smoke every day. While the smoking rate for adults overall in the state is about 20 percent, the rate is higher — about 33 percent — for BadgerCare Plus members. Wisconsin Medicaid has received a five-year \$9.2 million grant from the CMS (Centers for Medicare and Medicaid Services) to help BadgerCare Plus members enrolled in participating HMOs (health maintenance organizations) to quit smoking through the Striving to Quit initiative. Striving to Quit includes the following separate, evidence-based programs:

- Wisconsin Tobacco Quit Line (i.e., Quit Line), which offers telephone counseling to eligible members who smoke.
- First Breath, which targets eligible pregnant women who smoke by connecting them to trained tobacco cessation counselors for face-to-face tobacco cessation counseling.

## First Breath

The First Breath program offers eligible pregnant women who smoke (or who have quit smoking in the last six months) face-to-face tobacco cessation counseling during their prenatal care visits and up to five face-to-face counseling visits plus additional telephone calls for support during the postpartum phase. To participate in the First Breath program, members may be referred to First Breath by their prenatal care provider or may independently call First Breath without a referral at (800) 448-5148. Members who participate in First Breath via Striving to Quit may be eligible to receive financial incentives of up to \$160.00 for participation in treatment and for quitting smoking.

### Enrollment Criteria

To be eligible to receive enhanced services from the First Breath program via Striving to Quit, BadgerCare Plus members must meet the following criteria:

- Be enrolled in the BadgerCare Plus Standard Plan.
- Be a pregnant smoker.
- Express an interest in quitting smoking.
- Be enrolled in one of the following HMOs:
  - Children's Community Health Plan.
  - CommunityConnect HealthPlan.
  - Managed Health Services.
  - MercyCare Health Plans.
  - Molina Health Care.
  - Network Health Plan.
  - Physicians Plus Insurance Corporation.
  - Unity Health Plans Insurance Corporation.
- Reside in one of the following counties:
  - Dane.
  - Kenosha.
  - Milwaukee.
  - Racine.
  - Rock.

## Covered Services

The following services are covered by Striving to Quit via First Breath:

- Up to 10 one-on-one counseling sessions during regular prenatal care appointments by First Breath providers.
- Five one-on-one counseling sessions with a trained First Breath Health Educator following delivery.
- Up to six telephone calls with the First Breath Health Educator following delivery.

## Provider Responsibilities

Providers are responsible for screening pregnant BadgerCare Plus HMO members for smoking and enrolling them in the First Breath program or referring members to the First Breath program.

Clinics that currently provide First Breath services are responsible for the following:

- Screening for smoking and enrolling members in First Breath.
- Encouraging members to enroll in Striving to Quit.
- Providing regular First Breath counseling during prenatal care visits.
- Completing First Breath data forms and submitting the forms via fax to (608) 251-4136 or mail to the following address:

Wisconsin Women's Health Foundation  
2503 Todd Dr  
Madison WI 53713

Clinics that do not currently provide First Breath smoking cessation services should refer members to First Breath.

## Screening and Making Referrals

For clinics that currently provide First Breath services, there are no changes to current procedures.

The following language is suggested for providers to use to encourage members to enroll in First Breath:

One of the benefits of enrolling in First Breath now is that you may be eligible to participate in a stop smoking study that provides free counseling services to help you quit and will pay you for taking part in certain activities. You can learn more about the program when someone from the First Breath office calls you or when you call them.

Clinics that do not currently provide First Breath services should encourage pregnant BadgerCare Plus members to seek help to quit by using the above language. Clinic staff or the member may call the First Breath program at (800) 448-5148, extension 112, for help in finding a First Breath provider in the member's area. Members may also visit the [First Breath Web site](#) to locate a First Breath provider.

## Becoming a First Breath Site

Clinics not currently providing First Breath services may become First Breath sites by calling the First Breath Coordinator at (800) 448-5148, extension 112, or by visiting the First Breath Web site. Providers will need to complete four hours of training to provide First Breath services. Training is free and provided by First Breath coordinators on site. Becoming a First Breath site allows all pregnant BadgerCare Plus and Medicaid members to be served during their regular prenatal care visits.

After becoming a First Breath site, clinics will need to do the following:

- Provide evidence-based cessation counseling during regular prenatal care.
- Complete enrollment and other data forms.
- Distribute small, non-cash gifts supplied by the First Breath program.

## For More Information

For more information about Striving to Quit, providers should contact their HMO representative, visit the ForwardHealth Portal, or e-mail Striving to Quit at [dhsstqinfo@wisconsin.gov](mailto:dhsstqinfo@wisconsin.gov).

For more information or for technical assistance questions regarding the Quit Line, providers may visit the [UW-CTRI \(University](#)

[of Wisconsin Center for Tobacco Research and Intervention\) Web site.](#)

For more information or for technical assistance questions regarding First Breath, providers may call First Breath at (800) 448-5148, extension 112, or visit the First Breath Web site.

Topic #13857

# Striving to Quit Initiative — Wisconsin Tobacco Quit Line

## Background Information

According to the CDC (Centers for Disease Control and Prevention), almost one million individuals in Wisconsin smoke every day. While the smoking rate for adults overall in the state is about 20 percent, the rate is higher — about 33 percent — for BadgerCare Plus members. Wisconsin Medicaid has received a five-year \$9.2 million grant from the CMS (Centers for Medicare and Medicaid Services) to help BadgerCare Plus members enrolled in participating HMOs (health maintenance organizations) to quit smoking through the Striving to Quit initiative. Striving to Quit includes the following separate, evidence-based programs:

- Wisconsin Tobacco Quit Line (i.e., Quit Line), which offers telephone counseling to eligible members who smoke.
- First Breath, which targets eligible pregnant women who smoke by connecting them to trained tobacco cessation counselors for face-to-face tobacco cessation counseling.

## Wisconsin Tobacco Quit Line

Striving to Quit offers eligible members who smoke enhanced tobacco cessation treatment from the Quit Line. Members who participate in Striving to Quit qualify for at least five smoking cessation counseling calls from the Quit Line and appropriate tobacco cessation medications covered by ForwardHealth. To participate in Striving to Quit, members may be referred to the Quit Line by their provider or may independently call the Quit Line without a referral at (800) QUIT-NOW (784-8669).

Striving to Quit members using the Quit Line may be eligible to receive financial incentives of up to \$120.00 for participation in treatment and for quitting smoking. Striving to Quit requires members who participate in Quit Line treatment services to take a biochemical test to confirm smoking status at initial enrollment, six months post-enrollment, and 12 months after enrollment in the initiative.

## Enrollment Criteria

To be eligible to receive enhanced services from the Quit Line via Striving to Quit, members must meet the following criteria:

- Be enrolled in BadgerCare Plus
- Be 18 years of age and older
- Be a smoker and express an interest in quitting smoking
- Be enrolled in one of the following HMOs:
  - Children's Community Health Plan
  - CompCare
  - Group Health Cooperative of Eau Claire
  - Managed Health Services
  - MercyCare Health Plans
  - Molina Health Care
  - Network Health Plan
  - Physicians Plus Insurance Corporation
  - UnitedHealthcare Community Plan

- Unity Health Plans Insurance Corporation
- Reside in one of the following counties:
  - Brown
  - Calumet
  - Columbia
  - Dane
  - Dodge
  - Door
  - Florence
  - Fond du Lac
  - Grant
  - Green
  - Iowa
  - Jefferson
  - Kewaunee
  - Lafayette
  - Manitowoc
  - Marinette
  - Menominee
  - Oconto
  - Outagamie
  - Rock
  - Sauk
  - Sheboygan
  - Walworth
  - Waupaca
  - Winnebago

## Covered Drugs and Services

The following drugs and services are covered by Striving to Quit or ForwardHealth:

- Up to five cessation counseling calls to the Quit Line plus additional calls initiated by the member are covered by Striving to Quit
- Tobacco cessation medications and biochemical testing to confirm smoking status are covered by ForwardHealth

## Provider Responsibilities

For members seeking Striving to Quit services from the Quit Line, providers are responsible for the following:

- Screening for smoking and referring potentially eligible members who smoke to the Quit Line
- Conducting biochemical tests (i.e., urine cotinine tests)
- Writing prescriptions for tobacco cessation drugs for members, as appropriate
- Working with the Quit Line, completing Striving to Quit referral forms for member referrals, writing tobacco cessation prescriptions, and faxing biochemical test results and forms to the Quit Line
- Identifying one or two key staff members in a clinic or practice who will serve as points of contact for Striving to Quit and assist with coordinating the biochemical tests and other tasks as needed

## Screening and Making Referrals

The following language is suggested for providers to use to encourage members who smoke to agree to a referral or to call the Quit Line themselves:

One of the benefits of calling the Quit Line now is that you may be eligible to participate in a stop smoking study that provides free counseling services to help you quit and will pay you for taking part in certain activities. I would be happy to make a referral for you. If you are interested, all we need to do is a simple urine test to confirm that you smoke. After I send the paperwork, someone from the Quit Line will call you to tell you more about the study or you can call them directly at the number on the card. If you do not want to be in the study, you may still get some services from the Quit Line.

Providers should ask HMO members living in targeted counties if they may refer the member to the Quit Line. If a member is referred to the Quit Line, providers should submit a Striving to Quit Referral form signed by the member to the Quit Line via fax at (877) 554-6643. Striving to Quit Referral forms are available on the [UW-CTRI's \(University of Wisconsin Center for Tobacco Research and Intervention\) Striving to Quit Web site](#) or on the ForwardHealth Portal. A representative from the Quit Line will call the member within three business days to begin the enrollment process.

Outreach Specialists for the UW-CTRI will provide technical assistance to clinics and providers about how to make Striving to Quit referrals. A short training video about Striving to Quit procedures is available on UW-CTRI's Web site. A link to the training video is also on the Portal.

## Biochemical Testing

As part of Striving to Quit, HMO members are required to have a urine cotinine test to confirm smoking status. This test should be conducted by providers in the member's HMO network using NicCheck<sup>®</sup> I testing strips. NicCheck<sup>®</sup> I testing strips (item MA-500-001) may be [ordered online](#) or by calling (888) 882-7739.

Urine cotinine test results should be faxed to the Quit Line at (877) 554-6643. Claims for urine cotinine testing should be submitted to the member's HMO.

BadgerCare Plus members may be tested on a walk-in basis at any participating clinic in the member's HMO network. Members who need assistance finding a participating clinic should contact their HMO.

## Prescriptions

For HMO members identified as smokers who express an interest in quitting and agree to a referral to the Quit Line, providers should discuss the use of tobacco cessation medications. Research indicates that the use of tobacco cessation medications in combination with evidence-based counseling almost doubles the likelihood of a successful quit attempt. The following types of tobacco cessation medications are covered by ForwardHealth for BadgerCare Plus members:

- OTC (over-the-counter) nicotine gum, patches, and lozenges
- Legend products (i.e., bupropion SR, Chantix<sup>®</sup>, Nicotrol<sup>®</sup> spray)

Providers may use the [Drug Search Tool](#) to determine the most current covered drugs. Providers may also refer to the [benefit plan-specific product lists](#) for the most current list of covered drugs.

An [allowable diagnosis code](#) must be indicated on claims for covered tobacco cessation medications. Tobacco cessation medications are not covered for uses outside the allowable diagnosis code.

If tobacco cessation medications are appropriate for members, prescriptions for tobacco cessation medications should be sent to the member's pharmacy. On the Striving to Quit Referral form sent to the Quit Line, the tobacco cessation medication prescription box should be checked either yes or no.

For HMO members who independently call the Quit Line and are enrolled in Striving to Quit, staff at the Quit Line will provide a suggested prescription to a provider within the member's HMO network. The provider will determine the adequacy of the prescription and approve as appropriate. The provider is required to send the following:



- The prescription to the pharmacy where it will be filled (e-prescribing is preferred)
- The approval or disapproval of the prescription to the Quit Line on the Striving to Quit Referral form via fax at (877) 554-6643

## For More Information

For more information about Striving to Quit, providers should contact their HMO representative, visit the Portal, or e-mail Striving to Quit at [dhsstqinfo@wisconsin.gov](mailto:dhsstqinfo@wisconsin.gov).

For more information or for technical assistance questions regarding the Quit Line, providers may visit the [UW-CTRI \(University of Wisconsin Center for Tobacco Research and Intervention\) Web site](#).

## Enrollment

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Topic #392

### Disenrollment and Exemptions

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

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

Topic #393

### Enrollee Grievances

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

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

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

Topic #397

### Enrollment Eligibility

#### BadgerCare Plus HMOs

Members enrolled in the BadgerCare Plus Standard Plan are eligible for enrollment in a BadgerCare Plus HMO (health maintenance organization).

An individual who receives the TB-Only (Tuberculosis-Related Services-Only) benefit, SeniorCare, or Wisconsin Well Woman Medicaid cannot be enrolled in a BadgerCare Plus HMO.

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

#### SSI HMOs

Members of the following subprograms are eligible for enrollment in a Medicaid SSI (Supplemental Security Income) HMO:

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

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

Topic #394

## Enrollment Periods

### HMOs

Members are sent enrollment packets that explain the BadgerCare Plus HMOs (health maintenance organizations) and the enrollment process and provide contact information. Once enrolled, enrollees may change their HMO assignment within the first 90 days of enrollment in an HMO (whether they chose the HMO or were auto-assigned). If an enrollee no longer meets the criteria, he or she will be disenrolled from the HMO.

### SSI HMOs

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

Topic #395

## Enrollment Specialist

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

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

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

Topic #398

## Member Enrollment

### HMOs

BadgerCare Plus HMO (health maintenance organization) enrollment is either mandatory or voluntary based on ZIP code-defined enrollment areas as follows:

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

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

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

## SSI HMOs

Medicaid SSI (Supplemental Security Income) HMO enrollment is either mandatory or voluntary as follows:

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

Topic #396

## Ombudsman Program

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

Ombuds can be contacted at the following address:

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

Topic #399

## Release of Billing or Medical Information

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

## Managed Care Information

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Topic #401

### BadgerCare Plus HMO Program

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

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

Topic #16177

### Care4Kids Program Overview

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

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

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

### Program Administration

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

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

## Member Enrollment Verification

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

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

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

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

## Contact Information

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

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

Topic #405

## Managed Care

Managed Care refers to the BadgerCare Plus HMO (health maintenance organization) program, the Medicaid SSI (Supplemental Security Income) HMO program, and the several special managed care programs available.

The primary goals of the managed care programs are:

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

Topic #402

## Managed Care Contracts

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

Topic #404

## SSI HMO Program

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

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

## Member Enrollment

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

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

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

## Ozaukee and Washington Counties

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

## Southwestern Wisconsin Counties

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

## Continuity of Care

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

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

Topic #403

## Special Managed Care Programs

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





## Prior Authorization

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Topic #400

### Prior Authorization Procedures

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

## Provider Information

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Topic #406

### Copayments

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

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

Topic #407

### Emergencies

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

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

Topic #408

### Non-network Providers

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

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

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

Topic #409

## Out-of-Area Care

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

Topic #410

## Provider Participation

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

Topic #411

## Referrals

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

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

Topic #412

## Services Not Provided by HMOs or SSI HMOs

If an enrollee's BadgerCare Plus HMO (health maintenance organization) or Medicaid SSI (Supplemental Security Income) HMO benefit package does not include a covered service, such as chiropractic or dental services, any Medicaid-enrolled provider may provide the service to the enrollee and submit claims to fee-for-service.

# Member Information

# 6

Archive Date:07/01/2016

## Member Information:Birth to 3 Program

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Topic #792

### Administration and Regulations

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

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

Providers may contact the appropriate county Birth to 3 agency for more information.

Topic #790

### Enrollment Criteria

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

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

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

Topic #791

### Individualized Family Service Plan

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

Topic #788

### Requirements for Providers

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

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

Topic #789

## Services

The Birth to 3 Program covers the following types of services when they are included in the child's IFSP (Individualized Family Services Plan):

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

## Enrollment Categories

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Topic #225

### BadgerCare Plus

#### Populations Eligible for BadgerCare Plus

The following populations are eligible for BadgerCare Plus:

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

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

#### Premiums

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

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

Topic #16677

### BadgerCare Plus Benefit Plan Changes

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

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

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

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

Topic #785

## BadgerCare Plus Prenatal Program

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

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

The BadgerCare Plus Prenatal Program is designed to provide better birth outcomes.

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

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

### Fee-for-Service

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

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

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

Topic #230

## Express Enrollment for Children and Pregnant Women

The EE (Express Enrollment) for Pregnant Women Benefit is a limited benefit category that allows a pregnant woman to receive immediate pregnancy-related outpatient services while her application for full-benefit BadgerCare Plus is processed. Enrollment is not restricted based on the member's other health insurance coverage. Therefore, a pregnant woman who has other health insurance may be enrolled in the benefit.

The EE for Children Benefit allows certain members through 18 years of age to receive BadgerCare Plus benefits under the BadgerCare Plus Standard Plan while an application for BadgerCare Plus is processed.

### Fee-for-Service

Women and children who are temporarily enrolled in BadgerCare Plus through the EE process are not eligible for enrollment in an



HMO until they are determined eligible for full benefit BadgerCare Plus by the county/tribal office.

Topic #226

## Family Planning Only Services

Family Planning Only Services is a limited benefit program that provides routine contraceptive management or related services to low-income individuals who are of childbearing/reproductive age (typically 15 years of age or older) and who are otherwise not eligible for Wisconsin Medicaid or BadgerCare Plus. Members receiving Family Planning Only Services must be receiving routine contraceptive management or related services.

*Note:* Members who meet the enrollment criteria may receive routine contraceptive management or related services *immediately* by temporarily enrolling in Family Planning Only Services through [EE \(Express Enrollment\)](#).

The goal of Family Planning Only Services is to provide members with information and services to assist them in preventing pregnancy, making BadgerCare Plus enrollment due to pregnancy less likely. Providers should explain the purpose of Family Planning Only Services to members and encourage them to contact their certifying agency to determine their enrollment options if they are not interested in, or do not need, contraceptive services.

Members enrolled in Family Planning Only Services receive routine services to prevent or delay pregnancy and are not eligible for other services (e.g., PT (physical therapy) services, dental services). Even if a medical condition is discovered during a family planning visit, treatment for the condition is not covered under Family Planning Only Services unless the treatment is identified in the list of [allowable procedure codes](#) for Family Planning Only Services.

Members are also not eligible for certain other services that are covered under Wisconsin Medicaid and BadgerCare Plus (e.g., mammograms and hysterectomies). If a medical condition, other than an STD (sexually transmitted disease), is discovered during routine contraceptive management or related services, treatment for the medical condition is not covered under Family Planning Only Services.

Colposcopies and treatment for STDs are only covered through Family Planning Only Services if they are determined medically necessary during routine contraceptive management or related services. A colposcopy is a covered service when an abnormal result is received from a pap test, prior to the colposcopy, while the member is enrolled in Family Planning Only Services and receiving contraceptive management or related services.

Family Planning Only Services members diagnosed with cervical cancer, precancerous conditions of the cervix, or breast cancer may be eligible for Wisconsin Well Woman Medicaid. Providers should assist eligible members with the enrollment process for Well Woman Medicaid.

Providers should inform members about other coverage options and provide referrals for care not covered by Family Planning Only Services.

Topic #4757

## ForwardHealth and ForwardHealth interChange

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

- BadgerCare Plus.
- BadgerCare Plus and Medicaid managed care programs.

- SeniorCare.
- ADAP (Wisconsin AIDS Drug Assistance Program).
- WCDP (Wisconsin Chronic Disease Program).
- WIR (Wisconsin Immunization Registry).
- Wisconsin Medicaid.
- Wisconsin Well Woman Medicaid.
- WWWP (Wisconsin Well Woman Program).

ForwardHealth interChange is supported by the state's fiscal agent, Hewlett Packard Enterprise.

Topic #229

## Limited Benefit Categories Overview

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

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

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

Members enrolled in the BadgerCare Plus Prenatal Program, Family Planning Only Services, EE for Children, EE for Pregnant Women, or the TB-Only Benefit cannot be enrolled in full-benefit Medicaid or BadgerCare Plus. These members receive benefits through the limited benefit category.

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

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

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

Topic #228

## Medicaid

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

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

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

Wisconsin Medicaid enrollment is determined on the basis of financial need and other factors. A citizen of the United States or a "qualified immigrant" who meets low-income financial requirements may be enrolled in Wisconsin Medicaid if he or she is in one of the following categories:

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

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

- Katie Beckett.
- Medicaid Purchase Plan.
- [Subsidized adoption](#) and foster care programs.
- SSI (Supplemental Security Income).
- WWWP (Wisconsin Well Woman Program).

Providers may advise these individuals or their representatives to contact their [certifying agency](#) for more information. The following agencies certify people for Wisconsin Medicaid enrollment:

- Local county or tribal agencies.
- Medicaid outstation sites.
- SSA (Social Security Administration) offices.

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

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

Topic #232

## Qualified Disabled Working Individual Members

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

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

- Have income under 200 percent of the FPL (Federal Poverty Level).
- Be entitled to, but not necessarily enrolled in, Medicare Part A.
- Have income or assets too high to qualify for QMB-Only (Qualified Medicare Beneficiary-Only) and SLMB (Specified Low-Income Medicare Beneficiaries).

Topic #234

## Qualified Medicare Beneficiary-Only Members

QMB-Only (Qualified Medicare Beneficiary-Only) members are a limited benefit category of Medicaid members. They receive payment of the following:

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

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

- Have an income under 100 percent of the FPL (Federal Poverty Level).
- Be entitled to, but not necessarily enrolled in, Medicare Part A.

Topic #235

## Qualifying Individual 1 Members

QI-1 (Qualifying Individual 1) members are a limited benefit category of Medicaid members. They receive payment of Medicare monthly premiums for Part B.

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

- Have income between 120 and 135 percent of the FPL (Federal Poverty Level).
- Be entitled to, but not necessarily enrolled in, Medicare Part A.

Topic #18777

## Real-Time Eligibility Determinations

ForwardHealth may complete real-time eligibility determinations for BadgerCare Plus and/or Family Planning Only Services applicants who meet pre-screening criteria and whose reported information can be verified in real time while applying in [ACCESS Apply for Benefits](#). Once an applicant is determined eligible through the real-time eligibility process, the member is 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.


Members will receive a temporary ID card for BadgerCare Plus and/or Family Planning Only Services. The temporary ID card will be valid for the dates listed on the card and will allow the applicant and/or household members to get immediate health care or pharmacy services. Each approved applicant will get his or her own card, and each card will include the member's ForwardHealth ID number.

## Enrollment Verification


Providers should note that while the temporary ID card can be printed immediately and used for ForwardHealth-covered services, providers will not be able to check eligibility information via Wisconsin's EVS (Enrollment Verification System) immediately. It will take up to 72 hours for providers to check a member's eligibility via the EVS. The temporary ID card will include the date and time by which providers will be able to verify eligibility using the EVS. If a member presents a temporary ID card prior to that date and time, **the provider is still required to provide services**, even if eligibility cannot be verified. If a member presents a temporary

ID card after that date and time, the provider should verify eligibility using the EVS. Samples of the [Temporary Identification Card for BadgerCare Plus](#) and [Temporary Identification Card for Family Planning Only Services](#) are available.

## Sample Temporary Identification Card for Badger Care Plus

|   |  |                  |                |                  |                                      |                 |            |
|---|--|------------------|----------------|------------------|--------------------------------------|-----------------|------------|
| <p><b>To the Provider</b></p> <p>The individual listed on this card has been enrolled in BadgerCare Plus. This card entitles the listed individual(s) to receive health care services, including pharmacy services, through BadgerCare Plus from any enrolled BadgerCare Plus / Medicaid provider. For additional information, call Provider Services at (800) 947-9627 or see the online Provider Handbook.</p> <p><b>Note:</b></p> <p>It is important to provide services when this card is presented. Providers who render services based on the enrollment dates on this card will receive payment for those services, as long as other reimbursement requirements are met. All policies regarding covered services apply for these individuals, including the prohibition against billing members. Refer to the online Provider Handbook for further information regarding this temporary ID card. Providers are encouraged to keep a photocopy of this card. If the name on this card is followed by the words "Pending Assignment", the Member ID will be assigned within one business day, the card is still valid.</p> | <div style="text-align: center;"> <p>WISCONSIN DEPARTMENT OF<br/>HEALTH SERVICES</p> <p><b>TEMPORARY IDENTIFICATION CARD<br/>FOR BADGERCARE PLUS</b></p> </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>Ima Member</b><br/>DOB: 09/01/1984</td> <td>BadgerCare Plus</td> <td>0987654321</td> </tr> </table> <p>This card is valid from <b>September 01, 2015 to September 30, 2015.</b></p> <p>This individual's eligibility may not appear in the ForwardHealth Portal before 8 a.m. on <b>09/08/2015</b>. If this card is presented prior to this date, the provider should honor the individual's coverage and provide services based on good faith policies outlined in the Provider Handbook.</p> <p>For services provided as of 8 a.m. on 09/08/2015, eligibility should be verified through the ForwardHealth Portal prior to providing services.</p> | <b>Name</b>      | <b>Program</b> | <b>ID Number</b> | <b>Ima Member</b><br>DOB: 09/01/1984 | BadgerCare Plus | 0987654321 |
| <b>Name</b>   | <b>Program</b>   | <b>ID Number</b> |                |                  |                                      |                 |            |
| <b>Ima Member</b><br>DOB: 09/01/1984  | BadgerCare Plus  | 0987654321       |                |                  |                                      |                 |            |

## Sample Temporary Identification Card for Family Planning Only Services

|  |  |                  |                |                  |                               |                                  |            |
|--|--|------------------|----------------|------------------|-------------------------------|----------------------------------|------------|
| <p><b>To the Provider</b></p> <p>The individual listed on this card has been enrolled in Family Planning Only Services. This card entitles the listed individual(s) to receive health care services, including pharmacy services, through Family Planning Only Services from any enrolled Family Planning Only Services provider. For additional information, call Provider Services at (800) 947-9627 or see the online Provider Handbook.</p> <p><b>Note:</b></p> <p>It is important to provide services when this card is presented. Providers who render services based on the enrollment dates on this card will receive payment for those services, as long as other reimbursement requirements are met. All policies regarding covered services apply for these individuals, including the prohibition against billing members. Refer to the online Provider Handbook for further information regarding this temporary ID card. Providers are encouraged to keep a photocopy of this card. If the name on this card is followed by the words "Pending Assignment", the Member ID will be assigned within one business day; the card is still valid.</p> | <p>WISCONSIN DEPARTMENT OF<br/>HEALTH SERVICES</p> <p><b>TEMPORARY IDENTIFICATION CARD<br/>FOR FAMILY PLANNING<br/>ONLY SERVICES</b></p>    |                  |                |                  |                               |                                  |            |
|  | <table border="0"> <tr> <td><b>Name:</b></td> <td><b>Program</b></td> <td><b>ID Number</b></td> </tr> <tr> <td>Ima Member<br/>DOB: 09/01/1984</td> <td>Family Planning Only<br/>Services</td> <td>0987654321</td> </tr> </table>   | <b>Name:</b>     | <b>Program</b> | <b>ID Number</b> | Ima Member<br>DOB: 09/01/1984 | Family Planning Only<br>Services | 0987654321 |
| <b>Name:</b>   | <b>Program</b>   | <b>ID Number</b> |                |                  |                               |                                  |            |
| Ima Member<br>DOB: 09/01/1984  | Family Planning Only<br>Services   | 0987654321       |                |                  |                               |                                  |            |
|  | <p>This card is valid from <b>September 01, 2015 to September 30, 2015</b>.</p> <p>This individual's eligibility may not appear in the ForwardHealth Portal before 8 a.m. on <b>09/08/2015</b>. If this card is presented prior to this date, the provider should honor the individual's coverage and provide services based on good faith policies outlined in the Provider Handbook.</p> <p>For services provided as of 8 a.m. on 09/08/2015, eligibility should be verified through the ForwardHealth Portal prior to providing services.</p> |                  |                |                  |                               |                                  |            |

Topic #236

## Specified Low-Income Medicare Beneficiaries

SLMB (Specified Low-Income Medicare Beneficiary) members are a limited benefit category of Medicaid members. They receive payment of Medicare monthly premiums for Part B.

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

- Have an income under 120 percent of the FPL (Federal Poverty Level).
- Be entitled to, but not necessarily enrolled in, Medicare Part A.

Topic #262

## Tuberculosis-Related Services-Only Benefit

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

Topic #240

## Wisconsin Well Woman Medicaid

Wisconsin Well Woman Medicaid provides full Medicaid benefits to underinsured or uninsured women ages 35 to 64 who have been screened and diagnosed by WWP (Wisconsin Well Woman Program) or Family Planning Only Services, meet all other enrollment requirements, and are in need of treatment for any of the following:

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

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



## Enrollment Responsibilities

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Topic #241

### General Information

Members have certain responsibilities per [DHS 104.02](#), Wis. Admin. Code, and the [ForwardHealth Enrollment and Benefits \(P-00079 \(07/14\)\)](#) booklet.

Topic #243

### Loss of Enrollment — Financial Liability

Some covered services consist of a series of sequential treatment steps, meaning more than one office visit is required to complete treatment.

In most cases, if a member loses enrollment midway through treatment, BadgerCare Plus and Medicaid will *not* reimburse services (including prior authorized services) after enrollment has lapsed.

Members are financially responsible for any services received after their enrollment has been terminated. If the member wishes to continue treatment, it is a decision between the provider and the member whether the service should be given and how the services will be paid. The provider may collect payment from the member if the member accepts responsibility for payment of a service and certain [conditions](#) are met.

To avoid misunderstandings, it is recommended that providers remind members that they are financially responsible for any continued care after enrollment ends.

To avoid potential reimbursement problems that can arise when a member loses enrollment midway through treatment, the provider is encouraged to verify the member's enrollment using the [EVS \(Enrollment Verification System\)](#) or the ForwardHealth Portal prior to providing each service, even if an approved PA (prior authorization) request is obtained for the service.

Topic #2564

### Orthodontic and Prosthodontic Services Exceptions

Exceptions to the loss of eligibility in mid-treatment include dental prosthodontic services and orthodontic treatment. BadgerCare Plus makes exceptions due to the complexity, cost, and long-term nature of these services. Providers are reminded that Wisconsin Medicaid reimburses providers for services that have been prior authorized in situations where a member moves into an [eligibility category](#) where dental services are not ordinarily covered.

#### Orthodontic Treatment

The date of band placement for orthodontic treatment is the determination date for reimbursement. If a member becomes ineligible while receiving orthodontic treatment, Wisconsin Medicaid will continue to reimburse the dentist for completion of orthodontic services when bands are placed during the member's period of eligibility. If the member was eligible on the date the bands were placed, Wisconsin Medicaid will reimburse dentists *only for those services for which PA (prior authorization) was granted*.

#### Prosthodontic Services

The date of the final impression for prosthodontic services is the determination date for reimbursement. If a member becomes ineligible while receiving fixed or removable prosthodontic treatment, Wisconsin Medicaid will continue to reimburse the dentist for completion of prosthodontic services when final impressions were taken during the member's period of eligibility. If the member was eligible on the date the final impression was made, Wisconsin Medicaid will reimburse dentists *only for those services for which PA was granted*.

Topic #707

## Member Cooperation

Members are responsible for giving providers full and accurate information necessary for the correct submission of claims. If a member has other health insurance, it is the member's obligation to give full and accurate information to providers regarding the insurance.

Topic #269

## Members Should Present Card

It is important that providers determine a member's enrollment and other insurance coverage *prior to* each DOS (date of service) that services are provided. Pursuant to [DHS 104.02\(2\)](#), Wis. Admin. Code, a member should inform providers that he or she is enrolled in BadgerCare Plus or Wisconsin Medicaid and should present a current ForwardHealth identification card before receiving services.

*Note:* Due to the nature of their specialty, certain providers — such as anesthesiologists, radiologists, DME (durable medical equipment) suppliers, independent laboratories, and ambulances — are not always able to see a member's ForwardHealth identification card because they might not have direct contact with the member prior to providing the service. In these circumstances, it is still the provider's responsibility to obtain member enrollment information.

Topic #244

## Prior Identification of Enrollment

Except in emergencies that preclude prior identification, members are required to inform providers that they are receiving benefits and must present their ForwardHealth identification card before receiving care. If a [member forgets his or her ForwardHealth card](#), providers may verify enrollment without it.

Topic #245

## Reporting Changes to Caseworkers

Members are required to report certain changes to their caseworker at their certifying agency. These changes include, but are not limited to, the following:

- A new address or a move out of state.
- A change in income.
- A change in family size, including pregnancy.
- A change in other health insurance coverage.
- Employment status.
- A change in assets for members who are over 65 years of age, blind, or disabled.



## Enrollment Rights

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Topic #246

### Appealing Enrollment Determinations

Applicants and members have the right to appeal certain decisions relating to BadgerCare Plus, Medicaid, or ADAP (Wisconsin AIDS Drug Assistance Program) enrollment. An applicant, a member, or authorized person acting on behalf of the applicant or member, or former member may file the appeal with the DHA (Division of Hearings and Appeals).

Pursuant to [HA 3.03](#), Wis. Admin. Code, an applicant, member, or former member may appeal any adverse action or decision by an agency or department that affects their benefits. Examples of decisions that may be appealed include, but are not limited to, the following:

- Individual was denied the right to apply.
- Application for BadgerCare Plus, ADAP, or Wisconsin Medicaid was denied.
- Application for BadgerCare Plus, ADAP, or Wisconsin Medicaid was not acted upon promptly.
- Enrollment was unfairly discontinued, terminated, suspended, or reduced.

In the case when enrollment is cancelled or terminated, the date the member, or authorized person acting on behalf of the member, files an appeal with the DHA determines what continuing coverage, if any, the member will receive until the hearing decision is made. The following scenarios describe the coverage allowed for a member who files an appeal:

- If a member files an appeal before his or her enrollment ends, coverage will continue pending the hearing decision.
- If a member files an appeal within 45 days after his or her enrollment ends, a hearing is allowed but coverage is not reinstated.

If the member files an appeal more than 45 days after his or her enrollment ends, a hearing is not allowed. Members may file an appeal by submitting a [Request for Fair Hearing \(DHA-28 \(08/09\)\)](#) form.

### Claims for Appeal Reversals

#### Claim Denial Due to Termination of BadgerCare Plus or Wisconsin Medicaid Enrollment

If a claim is denied due to termination of BadgerCare Plus or Wisconsin Medicaid enrollment, a hearing decision that reverses that determination will allow the claim to be resubmitted and paid. The provider is required to obtain a copy of the appeal decision from the member, attach the copy to the previously denied claim, and submit both to ForwardHealth at the following address:

ForwardHealth  
Specialized Research  
Ste 50  
313 Blettner Blvd  
Madison WI 53784

If a provider has not yet submitted a claim, the provider is required to submit a copy of the hearing decision along with a paper claim to Specialized Research.

As a reminder, claims [submission deadlines](#) still apply even to those claims with hearing decisions.

## Claim Denial Due to Termination of ADAP Enrollment

If a claim is denied due to termination of ADAP enrollment, a hearing decision that reverses that determination will allow the claim to be resubmitted and paid. The provider is required to obtain a copy of the appeal decision from the member, attach the copy to the previously denied claim, and submit both to ForwardHealth at the following address:

ForwardHealth  
ADAP Claims and Adjustments  
PO Box 8758  
Madison WI 53708

If a provider has not yet submitted a claim, the provider is required to submit a copy of the hearing decision along with a paper claim to ADAP Claims and Adjustments.

As a reminder, claims [submission deadlines](#) still apply even to those claims with hearing decisions.

Topic #247

## Freedom of Choice

Members may receive covered services from *any* willing Medicaid-enrolled provider, unless they are enrolled in a state-contracted MCO (managed care organization) or assigned to the [Pharmacy Services Lock-In Program](#).

Topic #248

## General Information

Members are entitled to certain rights per [DHS 103](#), Wis. Admin. Code.

Topic #250

## Notification of Discontinued Benefits

When the DHS (Department of Health Services) intends to discontinue, suspend, or reduce a member's benefits, or reduce or eliminate coverage of services for a general class of members, the DHS sends a written notice to members. This notice is required to be provided at least 10 days before the effective date of the action.

Topic #252

## Prompt Decisions on Enrollment

Individuals applying for BadgerCare Plus or Wisconsin Medicaid have the right to prompt decisions on their applications. Enrollment decisions are made within 60 days of the date the application was signed for those with disabilities and within 30 days for all other applicants.

Topic #254

## Requesting Retroactive Enrollment

An applicant has the right to request [retroactive enrollment](#) when applying for BadgerCare Plus or Wisconsin Medicaid. Enrollment may be backdated to the first of the month three months prior to the date of application for eligible members. Retroactive enrollment does not apply to QMB-Only (Qualified Medicare Beneficiary-Only) members.

## Identification Cards

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Topic #266

### ForwardHealth Identification Cards

Each enrolled member receives an identification card. Possession of a program identification card does not guarantee enrollment. It is possible that a member will present a card during a lapse in enrollment; therefore, it is essential that providers verify enrollment before providing services. Members are told to keep their cards even though they may have lapses in enrollment.

### ForwardHealth Identification Card Features

The [ForwardHealth identification card](#) includes the member's name, 10-digit member ID, magnetic stripe, signature panel, and the Member Services telephone number. The card also has a unique, 16-digit card number on the front for internal program use.

The ForwardHealth card does not need to be signed to be valid; however, adult members are encouraged to sign their cards. Providers may use the signature as another means of identification.

The toll-free number on the back of each of the cards is for member use only. The address on the back of each card is used to return a lost card to ForwardHealth if it is found.

If a provider finds discrepancies with the identification number or name between what is indicated on the ForwardHealth card and the provider's file, the provider should verify enrollment with Wisconsin's EVS (Enrollment Verification System).

### Identification Number Changes

Some providers may question whether services should be provided if a member's 10-digit identification number on his or her ForwardHealth card does not match the EVS response. If the EVS indicates the member is enrolled, services should be provided.

A member's identification number may change, and the EVS will reflect that change. However, ForwardHealth does not automatically send a replacement ForwardHealth card with the new identification number to the member. ForwardHealth cross-references the old and new identification numbers so a provider may submit claims with either number. The member may request a replacement ForwardHealth card that indicates the new number.

### Member Name Changes

If a member's name on the ForwardHealth card is different than the response given from Wisconsin's EVS, providers should use the name from the EVS response. When a name change is reported and on file, a new card will automatically be sent to the member.

### Deactivated Cards

When any member identification card has been replaced for any reason, the previous identification card is deactivated. If a member presents a deactivated card, providers should encourage the member to discard the deactivated card and use only the new card.

Although a member identification card may be deactivated, the member ID is valid and the member still may be enrolled in a ForwardHealth program.

If a provider swipes a ForwardHealth card using a magnetic stripe card reader and finds that it has been deactivated, the provider may request a second form of identification if he or she does not know the member. After the member's identity has been verified, providers may verify a member's enrollment by using one of the EVS methods such as [AVR \(Automated Voice Response\)](#).

## Defective Cards

If a provider uses a card reader for a ForwardHealth card and the magnetic stripe is defective, the provider should encourage the member to call Member Services at the number listed on the back of the member's card to request a new card.

If a member presents a ForwardHealth card with a defective magnetic stripe, providers may verify the member's enrollment by using an alternate enrollment verification method. Providers may also verify a member's enrollment by entering the member ID or 16-digit card number on a touch pad, if available, or by calling [WiCall](#) or [Provider Services](#).

## Lost Cards

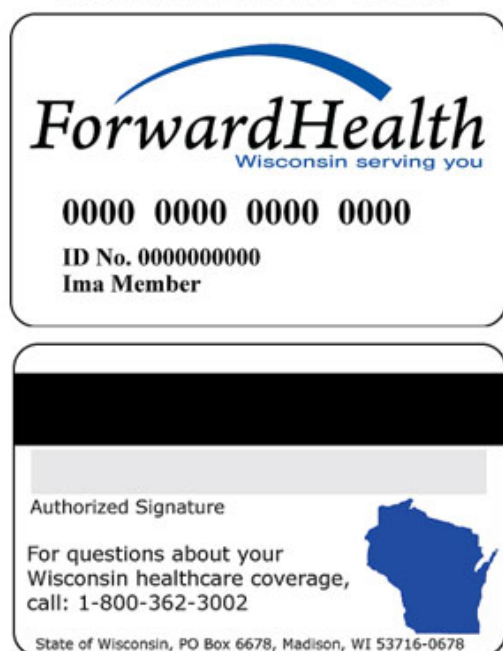
If a member needs a replacement ForwardHealth card, he or she may call Member Services to request a new one.

If a member lost his or her ForwardHealth card or never received one, the member may call [Member Services](#) to request a new one.

## Managed Care Organization Enrollment Changes

Members do not receive a new ForwardHealth card if they are enrolled in a state-contracted MCO (managed care organization) or change from one MCO to another. Providers should verify enrollment with the EVS every time they see a member to ensure they have the most current managed care enrollment information.

### Sample ForwardHealth Identification Card



Topic #1435



# Types of Identification Cards

ForwardHealth members receive an identification card upon initial eligibility determination. Identification cards may be presented in different formats (e.g., white plastic cards, paper cards, or paper printouts), depending on the program and the method used to enroll (i.e., paper application or online application). Members who are temporarily enrolled in BadgerCare Plus or Family Planning Only Services receive temporary identification cards.

# Member Enrollment

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Topic #2828

## Eligibility Requirements

### Limited Benefit Categories

Some members do not have dental coverage or have very limited dental coverage because they are Medicaid eligible only for a [limited-benefit category](#). Providers are reminded that Wisconsin Medicaid reimburses providers for services that have been prior authorized in situations where a member moves into an eligibility category where dental services are not ordinarily covered.

### Members Enrolled in Managed Care Organizations

Some members enrolled in [Medicaid HMOs and SSI HMOs](#) have dental coverage through their HMO. If a dentist without HMO affiliation provides *non-emergency* dental care to a Medicaid member with HMO dental coverage, neither the HMO nor Medicaid will reimburse the dentist for those services. Neither can the dentist hold the member liable.

Therefore, *before* providing any non-emergency dental services, a dentist should always check whether a Medicaid member is enrolled in a Medicaid or SSI HMO and whether the HMO provides dental coverage. Eligibility information, including HMO dental coverage, is available through the AVR (Automated Voice Response) system.

If a [non-network dentist](#) provides [emergency dental care](#) to a member with HMO dental coverage, the HMO will reimburse the dentist according to conditions of payment established in the HMO's contract with Wisconsin Medicaid.

*Dental providers are paid on a fee-for-service basis for services provided to a managed care program enrollee if the managed care program does not offer dental services, or if the enrollee received [prosthodontia \(fixed\)](#), [prosthodontia \(removable\)](#), or [orthodontia](#) treatment before the member was enrolled in a Medicaid-contracted managed care program.*

## Misuse and Abuse of Benefits

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Topic #271

### Examples of Member Abuse or Misuse

Examples of member abuse or misuse are included in [DHS 104.02\(5\)](#), Wis. Admin. Code.

Topic #274

### Pharmacy Services Lock-In Program

#### Overview of the Pharmacy Services Lock-In Program

The purpose of the Pharmacy Services Lock-In Program is to coordinate the provision of health care services for members who abuse or misuse Medicaid, BadgerCare Plus, or SeniorCare benefits by seeking duplicate or medically unnecessary services, particularly for controlled substances. The Pharmacy Services Lock-In Program focuses on the abuse or misuse of prescription benefits for controlled substances. Abuse or misuse is defined under Recipient Duties in [DHS 104.02](#), Wis. Admin. Code.

Coordination of member health care services is intended to:

- Curb the abuse or misuse of controlled substance medications.
- Improve the quality of care for a member.
- Reduce unnecessary physician utilization.

The Pharmacy Services Lock-In Program focuses on the abuse or misuse of prescription benefits for controlled substances. Abuse or misuse is defined under Recipient Duties in DHS 104.02, Wis. Admin. Code. The abuse and misuse definition includes:

- Not duplicating or altering prescriptions.
- Not feigning illness, using false pretense, providing incorrect enrollment status, or providing false information to obtain service.
- Not seeking duplicate care from more than one provider for the same or similar condition.
- Not seeking medical care that is excessive or not medically necessary.

The Pharmacy Services Lock-In Program applies to members in fee-for-service as well as members enrolled in Medicaid SSI (Supplemental Security Income) HMOs (health maintenance organizations) and BadgerCare Plus HMOs. Members remain enrolled in the Pharmacy Services Lock-In Program for two years and are continuously monitored for their prescription drug usage. At the end of the two-year enrollment period, an assessment is made to determine if the member should continue enrollment in the Pharmacy Services Lock-In Program.

Members enrolled in the Pharmacy Services Lock-In Program will be locked into one pharmacy where prescriptions for restricted medications must be filled and one prescriber who will prescribe restricted medications. [Restricted medications](#) are most controlled substances, carisoprodol, and tramadol. Referrals will be required only for restricted medication services.

Fee-for-service members enrolled in the Pharmacy Services Lock-In Program may choose physicians and pharmacy providers from whom to receive prescriptions and medical services not related to restricted medications. Members enrolled in an HMO must comply with the HMO's policies regarding care that is not related to restricted medications.

Referrals of members as candidates for lock-in are received from retrospective DUR (Drug Utilization Review), physicians, pharmacists, other providers, and through automated surveillance methods. Once a referral is received, six months of pharmacy claims and diagnoses data are reviewed. A recommendation for one of the following courses of action is then made:

- No further action.
- Send an intervention letter to the physician.
- Send a warning letter to the member.
- Enroll the member in the Pharmacy Services Lock-In Program.

Medicaid, BadgerCare Plus, and SeniorCare members who are candidates for enrollment in the Pharmacy Services Lock-In Program are sent a letter of intent, which explains the restriction that will be applied, how to designate a primary prescriber and a pharmacy, and how to request a hearing if they wish to contest the decision for enrollment (i.e., due process). If a member fails to designate providers, the Pharmacy Services Lock-In Program may assign providers based on claims' history. In the letter of intent, members are also informed that access to emergency care is not restricted.

Letters of notification are sent to the member and to the lock-in primary prescriber and pharmacy. Providers may designate alternate prescribers or pharmacies for restricted medications, as appropriate. Members remain in the Pharmacy Services Lock-In Program for two years. The primary lock-in prescriber and pharmacy may make referrals for specialist care or for care that they are otherwise unable to provide (e.g., home infusion services). The member's utilization of services is reviewed prior to release from the Pharmacy Services Lock-In Program, and lock-in providers are notified of the member's release date.

## Excluded Drugs

The following scheduled drugs will be excluded from monitoring by the Pharmacy Services Lock-In Program:

- Anabolic steroids.
- Barbiturates used for seizure control.
- Lyrica®.
- Provigil® and Nuvigil®.
- Weight loss drugs.

## Pharmacy Services Lock-In Program Administrator

The Pharmacy Services Lock-In Program is administered by HID (Health Information Designs, Inc.). HID may be contacted by telephone at (800) 225-6998, extension 3045, by fax at (800) 881-5573, or by mail at the following address:

Pharmacy Services Lock-In Program  
c/o Health Information Designs  
391 Industry Dr  
Auburn AL 36832

## Pharmacy Services Lock-In Prescribers Are Required to Be Enrolled in Wisconsin Medicaid

To prescribe restricted medications for Pharmacy Services Lock-In Program members, prescribers are required to be [enrolled in Wisconsin Medicaid](#). Enrollment for the Pharmacy Services Lock-In Program is not separate from enrollment in Wisconsin Medicaid.

## Role of the Lock-In Prescriber and Pharmacy Provider

The Lock-In prescriber determines what restricted medications are medically necessary for the member, prescribes those

medications using his or her professional discretion, and designates an alternate prescriber if needed. If the member requires an alternate prescriber to prescribe restricted medications, the primary prescriber should complete the [Pharmacy Services Lock-In Program Designation of Alternate Prescriber for Restricted Medication Services \(F-11183 \(12/10\)\)](#) form and return it to the Pharmacy Services Lock-In Program and to the member's HMO, if applicable.

To coordinate the provision of medications, the Lock-In prescriber may also contact the Lock-In pharmacy to give the pharmacist (s) guidelines as to which medications should be filled for the member and from whom. The primary Lock-In prescriber should also coordinate the provision of medications with any other prescribers he or she has designated for the member.

The Lock-In pharmacy fills prescriptions for restricted medications that have been written by the member's Lock-In prescriber(s) and works with the Lock-In prescriber(s) to ensure the member's drug regimen is consistent with the overall care plan. The Lock-In pharmacy may fill prescriptions for medications from prescribers other than the Lock-In prescriber only for medications not on the list of restricted medications. If a pharmacy claim for a restricted medication is submitted from a provider who is not a designated Lock-In prescriber, the claim will be denied.

## **Designated Lock-In Pharmacies**

The Pharmacy Services Lock-In Program pharmacy fills prescriptions for restricted medications that have been written by the member's Lock-In prescriber(s) and works with the Lock-In prescriber(s) to ensure the member's drug regimen is consistent with the overall care plan. The Lock-In pharmacy may fill prescriptions for medications from prescribers other than the Lock-In prescriber only for medications not on the list of restricted medications. If a pharmacy claim for a restricted medication is submitted from a provider who is not a designated Lock-In prescriber, the claim will be denied.

## **Alternate Providers for Members Enrolled in the Pharmacy Services Lock-In Program**

Members enrolled in the Pharmacy Services Lock-In Program do not have to visit their Lock-In prescriber to receive medical services unless an HMO requires a primary care visit. Members may see other providers to receive medical services; however, other providers cannot prescribe restricted medications for Pharmacy Services Lock-In Program members unless specifically designated to do so by the primary Lock-In prescriber. For example, if a member sees a cardiologist, the cardiologist may prescribe a statin for the member, but the cardiologist may not prescribe restricted medications unless he or she has been designated by the Lock-In prescriber as an alternate provider.

A referral to an alternate provider for a Pharmacy Services Lock-In Program member is necessary only when the member needs to obtain a prescription for a restricted medication from a provider other than his or her Lock-In prescriber or Lock-In pharmacy.

If the member requires alternate prescribers to prescribe restricted medications, the primary Lock-In prescriber is required to complete the Pharmacy Services Lock-In Program Designation of Alternate Prescriber for Restricted Medication Services form. Referrals for fee-for-service members must be on file with the Pharmacy Services Lock-In Program. Referrals for HMO members must be on file with the Pharmacy Service Lock-In Program and the member's HMO.

Designated alternate prescribers are required to be enrolled in Wisconsin Medicaid.

## **Claims from Providers Who Are Not Designated Pharmacy Services Lock-In Providers**

If the member brings a prescription for a restricted medication from a non-Lock-In prescriber to the designated Lock-In pharmacy, the pharmacy provider cannot fill the prescription.

If a pharmacy claim for a restricted medication is submitted from a provider who is not the designated Lock-In prescriber, alternate prescriber, Lock-In pharmacy, or alternate pharmacy, the claim will be denied. If a claim is denied because the

prescription is not from a designated Lock-In prescriber, the Lock-In pharmacy provider cannot dispense the drug or collect a cash payment from the member because the service is a nonreimbursable service. However, the Lock-In pharmacy provider may contact the Lock-In prescriber to request a new prescription for the drug, if appropriate.

To determine if a provider is on file with the Pharmacy Services Lock-In Program, the Lock-In pharmacy provider may do one of the following:

- Speak to the member.
- Call HID.
- Call Provider Services.
- Use the ForwardHealth Portal.

Claims are not reimbursable if the designated Lock-In prescriber, alternate Lock-In prescriber, Lock-In pharmacy, or alternate Lock-In pharmacy provider is not on file with the Pharmacy Services Lock-In Program.

## For More Information

Providers may call HID with questions about the Pharmacy Services Lock-In Program. Pharmacy providers may also refer to the list of restricted medications data table or call Provider Services with questions about the following:

- Drugs that are restricted for Pharmacy Services Lock-In Program members.
- A member's enrollment in the Pharmacy Services Lock-In program.
- A member's designated Lock-In prescriber or Lock-In pharmacy.

Topic #273

## Providers May Refuse to Provide Services

Providers may refuse to provide services to a BadgerCare Plus or Medicaid member in situations when there is reason to believe that the person presenting the ForwardHealth identification card is misusing or abusing it.

Members who abuse or misuse BadgerCare Plus or Wisconsin Medicaid benefits or their ForwardHealth card may have their benefits terminated or be subject to limitations under the [Pharmacy Services Lock-In Program](#) or to criminal prosecution.

Topic #275

## Requesting Additional Proof of Identity

Providers may request additional proof of identity from a member if they suspect fraudulent use of a ForwardHealth identification card. If another form of identification is not available, providers can compare a person's signature with the signature on the back of the ForwardHealth identification card if it is signed. (Adult members are encouraged to sign the back of their cards; however, it is not mandatory for members to do so.)

Verifying member identity, as well as enrollment, can help providers detect instances of fraudulent ForwardHealth card use.

## Special Enrollment Circumstances

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Topic #276

### Medicaid Members from Other States

Wisconsin Medicaid does not pay for services provided to members enrolled in other state Medicaid programs. Providers are advised to contact [other state Medicaid programs](#) to determine whether the service sought is a covered service under that state's Medicaid program.

Topic #279

### Members Traveling Out of State

When a member travels out of state but is within the United States (including its territories), Canada, or Mexico, BadgerCare Plus and Wisconsin Medicaid cover medical services in any of the following circumstances:

- An emergency illness or accident.
- When the member's health would be endangered if treatment were postponed.
- When the member's health would be endangered if travel to Wisconsin were undertaken.
- When PA (prior authorization) has been granted to the out-of-state provider for provision of a nonemergency service.
- When there are coinsurance, copayment, or deductible amounts remaining after Medicare payment or approval for dual eligibles.

*Note:* Some providers located in a state that borders Wisconsin may be Wisconsin Medicaid enrolled as a [border-status provider](#) if the provider notifies ForwardHealth in writing that it is common practice for members in a particular area of Wisconsin to seek his or her medical services. Border-status providers follow the same policies as Wisconsin providers.

Topic #277

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

Certain non-U.S. citizens who are not qualified aliens are eligible for services only in cases of acute emergency medical conditions. Providers should use the appropriate diagnosis code to document the nature of the emergency.

An emergency medical condition is a medical condition manifesting itself by acute symptoms of such severity that one could reasonably expect the absence of immediate medical attention to result in the following:

- Placing the person's health in serious jeopardy.
- Serious impairment to bodily functions.
- Serious dysfunction of any bodily organ or part.

Due to federal regulations, BadgerCare Plus and Wisconsin Medicaid do not cover services for non-U.S. citizens who are not qualified aliens related to routine prenatal or postpartum care, major organ transplants (e.g., heart, liver), or ongoing treatment for chronic conditions where there is no evidence of an acute emergent state. For the purposes of this policy, all labor and delivery is considered an emergency service.

*Note:* Babies born to certain non-qualifying immigrants are eligible for Medicaid enrollment under the CEN (continuously eligible

newborn) option. However, babies born to women with incomes over 300 percent of the FPL (Federal Poverty Level) are not eligible for CEN status. The baby may still qualify for BadgerCare Plus. These mothers should report the birth to the local agencies within ten calendar days.

A provider who gives emergency care to a non-U.S. citizen should refer him or her to the local county or tribal agency or ForwardHealth outstation site for a determination of BadgerCare Plus enrollment. Providers may complete the [Certification of Emergency for Non-U.S. Citizens \(F-01162 \(02/09\)\)](#) form for clients to take to the local county or tribal agency in their county of residence where the BadgerCare Plus enrollment decision is made.

Providers should be aware that a client's enrollment does not guarantee that the services provided will be reimbursed by BadgerCare Plus.

Topic #278

## Persons Detained by Legal Process

Most individuals detained by legal process are *not* eligible for BadgerCare Plus or Wisconsin Medicaid benefits.

*Note:* "Detained by legal process" means a person who is incarcerated (including some Huber Law prisoners) because of law violation or alleged law violation, which includes misdemeanors, felonies, delinquent acts, and day-release prisoners.

Pregnant women detained by legal process who qualify for the [BadgerCare Plus Prenatal Program](#) and state prison inmates who qualify for Wisconsin Medicaid or BadgerCare Plus during inpatient hospital stays may receive certain benefits. Additionally, inmates of county jails admitted to a hospital for inpatient services who are expected to remain in the hospital for 24 hours or more will be eligible for PE (presumptive eligibility) determinations for BadgerCare Plus by qualified hospitals. Refer to the Presumptive Eligibility chapter of either the [Inpatient](#) or [Outpatient](#) Hospital service area for more information on the PE determination process.

The DOC (Department of Corrections) oversees health care-related needs for individuals detained by legal process who do not qualify for the BadgerCare Plus Prenatal Program or for state prison inmates who do not qualify for Wisconsin Medicaid or BadgerCare Plus during an inpatient hospital stay.

Topic #16657

## State Prison Inmates May Qualify for Wisconsin Medicaid or BadgerCare Plus During Inpatient Hospital Stays

As a result of 2013 Wisconsin Act 20, the 2013-15 biennial budget, state prison inmates may qualify for Wisconsin Medicaid or BadgerCare Plus during inpatient hospital stays.

### Eligibility

Only inmates of a state prison, not a county jail, are eligible to receive benefits. To qualify for Wisconsin Medicaid or BadgerCare Plus, state prison inmates must meet all applicable eligibility criteria. The DOC coordinates and reimburses inpatient hospital services for inmates who do not qualify for Wisconsin Medicaid or BadgerCare Plus.

Inmates are eligible for Wisconsin Medicaid or the BadgerCare Plus Standard Plan for the duration of their hospital stay. Eligibility begins on their date of admission and ends on their date of discharge.

Inmates are not eligible for outpatient hospital services, including observations, under Wisconsin Medicaid and BadgerCare Plus. Inmates may only be eligible for ER (emergency room) services if they are admitted to the hospital directly from the ER and are counted in the midnight census; otherwise, ER services are considered outpatient services. Outpatient hospital services approved



by the DOC are reimbursed by the DOC.

Inmates are not presumptively eligible. Retroactive eligibility will only apply to dates of admission on and after April 1, 2014.

## **Enrollment**

The DOC coordinates the submission of enrollment applications on behalf of inmates.

## **Covered Services**

The only services allowable by Wisconsin Medicaid or BadgerCare Plus for inmates are inpatient hospital services and professional services provided during the inpatient hospital stay that are covered under Wisconsin Medicaid and BadgerCare Plus. Providers with questions regarding services covered by Wisconsin Medicaid and BadgerCare Plus may refer to the applicable service area or contact [Provider Services](#).

## **Fee-for-Service**

Inmates receive services on a fee-for-service basis; they are not enrolled in HMOs.

## **Prior Authorization**

The DOC will assist inpatient hospital providers with their submission of PA (prior authorization) requests for any services requiring PA. If PA is denied, the DOC is responsible for reimbursement of the services.

## **Enrollment Verification**

Inmates are only enrolled for the duration of their hospital stay. Providers should always verify an inmate's enrollment in Wisconsin Medicaid or BadgerCare Plus before submitting a claim.

## **Claim Submission**

When submitting a claim for an inmate's inpatient hospital stay, providers should follow the current claim submission procedures for each applicable service area.

## **Reimbursement**

Acute care hospitals that provide services to inmates are reimbursed at a percentage of their [usual and customary charge](#).

Critical access hospitals that provide services to inmates are reimbursed according to their existing Wisconsin Medicaid [reimbursement methodology](#).

Wisconsin Medicaid reimburses professional services related to an inmate's inpatient hospital stay (e.g., laboratory services, physician services, radiology services, or DME (durable medical equipment)) at the current [maximum allowable fee](#).

## **Contact Information**

Providers may contact the DOC at (608) 240-5139 or (608) 240-5190 with questions regarding enrollment or PA for inmate inpatient hospital stays.

Topic #280

# **Retroactive Enrollment**

Retroactive enrollment occurs when an individual has applied for BadgerCare Plus or Medicaid and enrollment is granted with an effective date prior to the date the enrollment determination was made. A member's enrollment may be backdated to allow retroactive coverage for medical bills incurred prior to the date of application.

The retroactive enrollment period may be backdated up to three months prior to the month of application if all enrollment requirements were met during the period. Enrollment may be backdated more than three months if there were delays in determining enrollment or if court orders, fair hearings, or appeals were involved.

## Reimbursing Members in Cases of Retroactive Enrollment

When a member receives retroactive enrollment, he or she has the right to request the return of payments made to a Medicaid-enrolled provider for a covered service during the period of retroactive enrollment, according to [DHS 104.01\(11\)](#), Wis. Admin. Code. A Medicaid-enrolled provider is required to submit claims to ForwardHealth for covered services provided to a member during periods of retroactive enrollment. Medicaid cannot directly refund the member.

If a service(s) that requires PA (prior authorization) was performed during the member's period of retroactive enrollment, the provider is required to submit a PA request and receive approval from ForwardHealth *before* submitting a claim.

If a provider receives reimbursement from Medicaid for services provided to a retroactively enrolled member and the member has paid for the service, the provider is required to reimburse the member or authorized person acting on behalf of the member (e.g., local General Relief agency) the full amount that the member paid for the service.

If a claim cannot be filed within 365 days of the DOS (date of service) due to a delay in the determination of a member's retroactive enrollment, the provider is required to submit the claim to Timely Filing within 180 days of the date the retroactive enrollment is entered into Wisconsin's EVS (Enrollment Verification System) (if the services provided during the period of retroactive enrollment were covered).

Topic #281

## Spenddown to Meet Financial Enrollment Requirements

Occasionally, an individual with significant medical bills meets all enrollment requirements except those pertaining to income. These individuals are required to "spenddown" their income to meet financial enrollment requirements.

The certifying agency calculates the individual's spenddown (or deductible) amount, tracks all medical costs the individual incurs, and determines when the medical costs have satisfied the spenddown amount. (A payment for a medical service does not have to be made by the individual to be counted toward satisfying the spenddown amount.)

When the individual meets the spenddown amount, the certifying agency notifies ForwardHealth and the provider of the last service that the individual is eligible beginning on the date that the spenddown amount was satisfied.

If the individual's last medical bill is greater than the amount needed to satisfy the spenddown amount, the certifying agency notifies the affected provider by indicating the following:

- The individual is eligible for benefits as of the DOS (date of service) on the last bill.
- A claim for the service(s) on the last bill should be submitted to ForwardHealth. (The claim should indicate the full cost of the service.)
- The portion of the last bill that the individual must pay to the provider.

The certifying agency also informs ForwardHealth of the individual's enrollment and identifies the following:

- The DOS of the final charges counted toward satisfying the spenddown amount.
- The provider number of the provider of the last service.
- The spenddown amount remaining to be satisfied.

When the provider submits the claim, the spenddown amount will automatically be deducted from the provider's reimbursement for the claim. The spenddown amount is indicated in the Member's Share element on the [Medicaid Remaining Deductible Update \(F-10109 \(02/14\)\)](#) form sent to providers by the member's certifying agency. The provider's reimbursement is then reduced by the amount of the member's obligation.

# Prior Authorization

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Archive Date:07/01/2016

## Prior Authorization:Advanced Imaging Services

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Topic #15477

### Exemption from Prior Authorization

#### Providers Ordering Computed Tomography and Magnetic Resonance Imaging Services

Health systems, groups, and individual providers (requesting providers) that order CT (computed tomography) and MR (magnetic resonance) imaging services and have implemented advanced imaging decision support tools may request an exemption from PA (prior authorization) requirements for these services. Upon approval, ForwardHealth will recognize the requesting provider's advanced imaging decision support tool (e.g., ACR Select, Medicalis) as an alternative to current PA requirements for CT and MR imaging services. Requesting providers with an approved tool will not be required to obtain PA through MedSolutions for these services when ordered for Medicaid and BadgerCare Plus fee-for-service members.

*Note:* It is the ordering provider's responsibility to communicate PA status (whether the provider is exempt from PA requirements or PA has been obtained through MedSolutions) to the rendering provider at the time of the request for advanced imaging services.

#### Exemption from Prior Authorization Requirements Not Available for Positron Emission Tomography

Decision support for PET (positron emission tomography) is not available in all advanced imaging decision support tools. Therefore, PET will not be eligible to be exempted from PA requirements at this time. ForwardHealth may review its policies and requirements in response to any future developments in decision support tools, including the addition of PET decision support tools to the PA exemption.

#### Process for Obtaining an Exemption from Prior Authorization Requirements

Requesting providers with advanced imaging decision support tools may request exemption from PA requirements for CT and MR imaging services using the following process:

1. Complete a [Prior Authorization Requirements Exemption Request for Computed Tomography \(CT\) and Magnetic Resonance \(MR\) Imaging Services \(F-00787 \(05/13\)\)](#) and agree to its terms.
2. Submit the completed Prior Authorization Requirements Exemption Request for CT and MR Imaging Services to the mailing or e-mail address listed on the form. Once received, ForwardHealth will review the exemption request materials, approve or deny the request, and send a decision letter to the requesting provider within 60 days after receipt of all necessary documentation. ForwardHealth will contact the requesting provider if any additional information is required for the application.
3. If the exemption request is approved, submit a list of all individual providers who order CT and MR scans using the requesting provider's decision support tool. Exemptions are verified using the NPI (National Provider Identifier) of the individual ordering provider; therefore, requesting providers should submit a complete list of all individual ordering providers within the requesting provider's group to ForwardHealth. Lists may be submitted via e-mail to [DHSPAExemption@wisconsin.gov](mailto:DHSPAExemption@wisconsin.gov).

#### Process for Maintaining an Exemption from Prior Authorization Requirements

To maintain exemption from PA requirements for advanced imaging services, the requesting provider is required to report the following outcome measures to ForwardHealth for the previous full six-month interval (January 1 through June 30 and July 1 through December 31) by July 31 and January 31 of each year:

- Aggregate score for all ordering providers that measures consistency with system recommendations based on the reporting standards described in more detail in Section III of the Prior Authorization Requirements Exemption Request for CT and MR Imaging Services form.
- Subset scores, grouped by primary and specialty care.
- Aggregate outcome measures identified in the quality improvement plan.

ForwardHealth will work with requesting providers to determine the most appropriate quality metrics. All requesting providers will need to provide similar data based on their reporting capabilities. This information should be submitted by the July 31 and January 31 deadlines to [DHSPAExemption@wisconsin.gov](mailto:DHSPAExemption@wisconsin.gov).

Refer to the Prior Authorization Requirements Exemption Request for CT and MR Imaging Services form for more detailed information on quality improvement plans and maintaining exemption from PA requirements. Providers with questions regarding the requirements may e-mail them to [DHSPAExemption@wisconsin.gov](mailto:DHSPAExemption@wisconsin.gov). If a requesting provider's quality improvement plan changes over time, any additional information identified in the plan must also be reported to this e-mail address.

ForwardHealth may discontinue an exemption after initial approval if it determines the requesting provider either no longer meets the requirements outlined previously or does not demonstrate meaningful use of decision support to minimize inappropriate utilization of CT and MR imaging services.

## Updating the List of Eligible Providers

The requesting provider is required to maintain the list of individual ordering providers eligible for the exemption. The requesting provider will have two mechanisms for updating the list of individual ordering providers eligible for the exemption: individual entry of provider NPIs or uploading a larger, preformatted text file.

The requesting provider may enter individual NPIs using the Prior Authorization Exempted link under the Quick Links box in the secure Provider area of Portal.

For larger lists of providers eligible for exemption, requesting providers should upload a text file to the Portal that includes the individual provider NPIs, start dates for exemption, and end dates for exemption, if applicable. All submitted NPIs will be matched to the ForwardHealth provider file. ForwardHealth will notify the requesting provider monthly, using the e-mail contact indicated on the exemption application form, of any NPIs that cannot be matched.

ForwardHealth will enable the requesting provider's Portal administrator and delegated clerks to update the individual ordering providers for whom the exemption applies by July 1, 2013. Any changes that need to be made prior to that time for individual ordering providers eligible for the exemption should be sent to [DHSPAExemption@wisconsin.gov](mailto:DHSPAExemption@wisconsin.gov).

The individual providers listed may order CT and MR imaging services without requesting PA for any DOS on and after the date the requesting provider indicates those providers are eligible to use the decision support tool, regardless of the date an individual provider's information was submitted to ForwardHealth.

For example, ABC Health Clinic is approved for an exemption from PA requirements on June 1. Dr. Smith of ABC Health Clinic orders an MR imaging service on June 15. It is discovered on June 20 that Dr. Smith was mistakenly excluded from ABC Health Clinic's exemption list. Once Dr. Smith is added to the exemption list, she is covered under the exemption going back to the date ABC Health Clinic indicated she was eligible to use the clinic's decision support tool.

## Providers Rendering Advanced Imaging Services

Providers rendering advanced imaging services are encouraged to verify that either a PA request has been approved for the member (verified by contacting MedSolutions or the ordering provider), or the ordering provider is exempt from PA (verified by contacting the ordering provider) prior to rendering the service.

### **Claim Submission**

Providers rendering advanced imaging services for an ordering provider who is exempt from PA requirements should include modifier Q4 (Service for ordering/referring physician qualifies as a service exemption) on the claim detail for the CT or MR imaging service. This modifier, which may be used in addition to the TC (Technical component) or 26 (Professional component) modifiers on advanced imaging claims, indicates to ForwardHealth that the ordering provider is exempt from PA requirements for these services.

Providers are also reminded to include the NPI of the ordering provider on the claim if the ordering provider is different from the rendering provider. If a PA request was not approved for the member and an exempt ordering provider's NPI is not included on the claim, the claim will be denied.

Topic #10678

## **Prior Authorization for Advanced Imaging Services**

Most advanced imaging services, including CT (computed tomography), MR (magnetic resonance), and PET (positron emission tomography) imaging, require PA (prior authorization) when performed in either outpatient hospital settings or in non-hospital settings (e.g., radiology clinics). [MedSolutions](#), a private radiology benefits manager, is authorized to administer PA for advanced imaging services on behalf of ForwardHealth. Refer to the Prior Authorization section of the Radiology area of the Online Handbook for PA requirements and submission information for advanced imaging services.

Health systems, groups, and individual providers that order CT and MR imaging services and have implemented decision support tools may request an exemption from PA requirements for these services. Upon approval, ForwardHealth will recognize the requesting provider's advanced imaging decision support tool (e.g., ACR Select, Medicalis) as an alternative to current PA requirements for CT and MR imaging services.

## Decisions

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Topic #424

### Approved Requests

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

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

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

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

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

Topic #4724

### Communicating Prior Authorization Decisions

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

Providers submitting PA requests via the ForwardHealth Portal will receive a decision notice letter or returned provider review letter via the Portal.

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

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

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

Topic #5038



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

If a provider received a returned provider review letter or an amendment provider review letter, he or she will be able to correct the errors identified on the returned provider review letter directly on the ForwardHealth Portal. Once the provider has corrected the error(s), the provider can resubmit the PA (prior authorization) request or amendment request via the Portal to ForwardHealth for processing. When correcting errors, providers only need to address the items identified in the returned provider review letter or the amendment provider review letter. Providers are not required to resubmit PA information already submitted to ForwardHealth.

Topic #5037

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

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

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

Topic #425

## Denied Requests

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

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

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

Providers have three options when a PA request is denied:

- Not provide the service.
- Submit a *new* PA request. Providers are required to submit a copy of the original denied PA request and additional supporting clinical documentation and medical justification along with a new [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#), [PA/DRF \(Prior Authorization/Dental Request Form, F-11035 \(07/12\)\)](#), or [PA/HIAS1 \(Prior Authorization for Hearing Instrument and Audiological Services 1, F-11020 \(05/13\)\)](#).
- Provide the service as a noncovered service.

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

## Sample Notice of Appeal Rights Letter

&lt;Month DD, CCYY&gt;

&lt;sequence number&gt;

&lt;RecipName&gt;

&lt;RecipAddressLine1&gt;

&lt;RecipAddressLine2&gt;

&lt;RecipCity&gt; &lt;RecipStateZip&gt;

Member Identification Number:

&lt;XXX-XX-XXXXXX&gt;

Local County or Tribal Agency

Telephone Number: &lt;AgencyPhone&gt;

### <PROGRAM NAME> Notice of Appeal Rights

Appeal Date: &lt;AppealDate&gt;

In <PROGRAM NAME>, certain services and products must be reviewed and approved before payment can be made for them. This review process is called prior authorization (PA). The purposes of this letter are to notify you that <PROGRAM NAME> has either denied or modified a request for prior authorization of a service or product that was submitted on your behalf and to inform you of your right to appeal that decision.

Your provider <ProviderName> requested prior authorization for the following service(s):

| Service Code | Modifier       | Service Description  | Unit     | Dollar   |
|--------------|----------------|--|----------|----------|
| XXXXXXXXXXXX | XX XX<br>XX XX | XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX | XXXXX.XX | XXXXX.XX |
| XXXXXXXXXXXX | XX XX<br>XX XX | XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX | XXXXX.XX | XXXXX.XX |

&lt;ServiceNN&gt;

That prior authorization request, PA number <PANumber>, was reviewed by <PROGRAM NAME> medical consultants. Based on that review, the following services have been denied or modified as follows.

## Denied Services

| Service Code | Modifier       | Service Description  | Unit     | Dollar   |
|--------------|----------------|--|----------|----------|
| XXXXXXXXXXXX | XX XX<br>XX XX | XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX | XXXXX.XX | XXXXX.XX |
| XXXXXXXXXXXX | XX XX<br>XX XX | XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX | XXXXX.XX | XXXXX.XX |

&lt;DeniedServiceNN&gt;

## Modified Services

| Service Code | Modifier       | Service Description  | Unit     | Dollar   |
|--------------|----------------|--|----------|----------|
| XXXXXXXXXXXX | XX XX<br>XX XX | XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX | XXXXX.XX | XXXXX.XX |
| XXXXXXXXXXXX | XX XX<br>XX XX | XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX | XXXXX.XX | XXXXX.XX |

&lt;ModifiedServiceNN&gt;

<PROGRAM NAME>'s denial or modification of the services requested was made for the following reasons:

(Denial/modify code(s) will be inserted here)

<PROGRAM NAME> bases its decisions on criteria found in the Wisconsin Administrative Code. <PROGRAM NAME> may modify or deny a prior authorization request if one or more of the criteria are not supported by documentation submitted by your provider. The specific regulation(s) that supports the reason for the denial/modification of your provider's request for services is found in the following Wisconsin Administrative Code:

(Wis. Admin. Code Regulation(s) will be inserted here)

We have sent your provider the denied/modified prior authorization request. We encourage you to contact <Provider Name> to review the prior authorization request and the reasons for the decision.

## Your Rights and Responsibilities

You or your designated representative may appeal this decision in accordance with state and federal law within <RecipientDays> days. To file an appeal, you may do one of the following:

- 1) Call your local county or tribal agency at the telephone number listed on the first page of this letter for an appeal form and/or assistance in completing it.
- 2) Write a letter requesting an appeal to the Division of Hearings and Appeals at the following address:

Division of Hearings and Appeals  
Department of Administration  
PO Box 7875  
Madison WI 53707-7875

The appeal form or letter should include all of the following:

- The name, address, and telephone number of the <PROGRAM NAME> member for whom the appeal is being made.
- The member identification number.
- The prior authorization number <PANumber> of the denied/modified request.
- The reason you think the denial or modification of the prior authorization is wrong.

**REMEMBER:** You must mail or deliver your appeal to your local county or tribal agency or the Division of Hearings and Appeals so it is received by the <RecipientDays>-day deadline, which is <AppealDate>.

You will lose your right to an appeal if your request to appeal is not received by the local county or tribal agency or the Division of Hearings and Appeals by <AppealDate>.

If you file an appeal, you may expect the following to occur:

- The state Division of Health Care Access and Accountability will be required to explain, in writing, the reason(s) for the denial or modification of the services your provider requested. This explanation will be mailed to you.
- The Division of Hearings and Appeals will schedule a hearing to consider your appeal and will notify you of the time and place by mail. Hearings are generally held at your local county or tribal agency. You may want to ask your local county or tribal agency if there is free legal help available in your area.
- At that hearing, you (or you may choose a friend, relative, attorney, provider, etc., to represent you) will have an opportunity to explain your need for the service to a hearing officer. Division of Health Care Access and Accountability staff may also appear in person or participate by telephone.
- Based on all the information available, the hearing officer will make a decision on your appeal, notify you of the decision by mail, and advise you of any additional appeal rights.

Whether or not you appeal, <PROGRAM NAME> will pay for any services it has approved. After the hearing officer makes a decision on your appeal, <PROGRAM NAME> will continue to pay for the approved services plus any additional services the hearing officer directs <PROGRAM NAME> to pay.

If you need information about accommodation for a disability or for language translation, please call 1-608-266-3096 (voice) or 1-608-264-9853 (TTY) immediately so arrangements can be made. The staff at these numbers will not be able to provide you with information about the reasons for Wisconsin <PROGRAM NAME>'s decision to deny or modify the prior authorization request. These telephone numbers at the Division of Hearings and Appeals should only be used for questions about the hearing process.

F-11194 (10/08)

Topic #426

## Modified Requests

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

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

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

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

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

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

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

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

## Sample Notice of Appeal Rights Letter

&lt;Month DD, CCYY&gt;

&lt;sequence number&gt;

&lt;RecipName&gt;

&lt;RecipAddressLine1&gt;

&lt;RecipAddressLine2&gt;

&lt;RecipCity&gt; &lt;RecipStateZip&gt;

Member Identification Number:

&lt;XXX-XX-XXXXXX&gt;

Local County or Tribal Agency

Telephone Number: &lt;AgencyPhone&gt;

### <PROGRAM NAME> Notice of Appeal Rights

Appeal Date: &lt;AppealDate&gt;

In <PROGRAM NAME>, certain services and products must be reviewed and approved before payment can be made for them. This review process is called prior authorization (PA). The purposes of this letter are to notify you that <PROGRAM NAME> has either denied or modified a request for prior authorization of a service or product that was submitted on your behalf and to inform you of your right to appeal that decision.

Your provider <ProviderName> requested prior authorization for the following service(s):

| Service Code | Modifier       | Service Description  | Unit     | Dollar   |
|--------------|----------------|--|----------|----------|
| XXXXXXXXXXXX | XX XX<br>XX XX | XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX | XXXXX.XX | XXXXX.XX |
| XXXXXXXXXXXX | XX XX<br>XX XX | XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX | XXXXX.XX | XXXXX.XX |

&lt;ServiceNN&gt;

That prior authorization request, PA number <PANumber>, was reviewed by <PROGRAM NAME> medical consultants. Based on that review, the following services have been denied or modified as follows.

## Denied Services

| Service Code | Modifier       | Service Description  | Unit     | Dollar   |
|--------------|----------------|--|----------|----------|
| XXXXXXXXXX   | XX XX<br>XX XX | XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX | XXXXX.XX | XXXXX.XX |
| XXXXXXXXXX   | XX XX<br>XX XX | XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX | XXXXX.XX | XXXXX.XX |

<DeniedServiceNN>

## Modified Services

| Service Code | Modifier       | Service Description  | Unit     | Dollar   |
|--------------|----------------|--|----------|----------|
| XXXXXXXXXX   | XX XX<br>XX XX | XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX | XXXXX.XX | XXXXX.XX |
| XXXXXXXXXX   | XX XX<br>XX XX | XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX | XXXXX.XX | XXXXX.XX |

<ModifiedServiceNN>

<PROGRAM NAME>'s denial or modification of the services requested was made for the following reasons:

(Denial/modify code(s) will be inserted here)

<PROGRAM NAME> bases its decisions on criteria found in the Wisconsin Administrative Code. <PROGRAM NAME> may modify or deny a prior authorization request if one or more of the criteria are not supported by documentation submitted by your provider. The specific regulation(s) that supports the reason for the denial/modification of your provider's request for services is found in the following Wisconsin Administrative Code:

(Wis. Admin. Code Regulation(s) will be inserted here)

We have sent your provider the denied/modified prior authorization request. We encourage you to contact <Provider Name> to review the prior authorization request and the reasons for the decision.

## Your Rights and Responsibilities

You or your designated representative may appeal this decision in accordance with state and federal law within <RecipientDays> days. To file an appeal, you may do one of the following:

- 1) Call your local county or tribal agency at the telephone number listed on the first page of this letter for an appeal form and/or assistance in completing it.
- 2) Write a letter requesting an appeal to the Division of Hearings and Appeals at the following address:

Division of Hearings and Appeals  
 Department of Administration  
 PO Box 7875  
 Madison WI 53707-7875

The appeal form or letter should include all of the following:

- The name, address, and telephone number of the <PROGRAM NAME> member for whom the appeal is being made.
- The member identification number.
- The prior authorization number <PANumber> of the denied/modified request.
- The reason you think the denial or modification of the prior authorization is wrong.

**REMEMBER:** You must mail or deliver your appeal to your local county or tribal agency or the Division of Hearings and Appeals so it is received by the <RecipientDays>-day deadline, which is <AppealDate>.

You will lose your right to an appeal if your request to appeal is not received by the local county or tribal agency or the Division of Hearings and Appeals by <AppealDate>.

If you file an appeal, you may expect the following to occur:

- The state Division of Health Care Access and Accountability will be required to explain, in writing, the reason(s) for the denial or modification of the services your provider requested. This explanation will be mailed to you.
- The Division of Hearings and Appeals will schedule a hearing to consider your appeal and will notify you of the time and place by mail. Hearings are generally held at your local county or tribal agency. You may want to ask your local county or tribal agency if there is free legal help available in your area.
- At that hearing, you (or you may choose a friend, relative, attorney, provider, etc., to represent you) will have an opportunity to explain your need for the service to a hearing officer. Division of Health Care Access and Accountability staff may also appear in person or participate by telephone.
- Based on all the information available, the hearing officer will make a decision on your appeal, notify you of the decision by mail, and advise you of any additional appeal rights.

Whether or not you appeal, <PROGRAM NAME> will pay for any services it has approved. After the hearing officer makes a decision on your appeal, <PROGRAM NAME> will continue to pay for the approved services plus any additional services the hearing officer directs <PROGRAM NAME> to pay.

If you need information about accommodation for a disability or for language translation, please call 1-608-266-3096 (voice) or 1-608-264-9853 (TTY) immediately so arrangements can be made. The staff at these numbers will not be able to provide you with information about the reasons for Wisconsin <PROGRAM NAME>'s decision to deny or modify the prior authorization request. These telephone numbers at the Division of Hearings and Appeals should only be used for questions about the hearing process.

F-11194 (10/08)



Topic #4737

## Returned Provider Review Letter Response Time

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

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

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

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

Topic #427

## Returned Requests

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

### Returned Provider Review Letter

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

The provider's paper documents submitted with the PA request will not be returned to the provider when corrections or additional information are needed; however, X-rays and dental models will be returned once the PA is finalized.

Photographs submitted to ForwardHealth as additional supporting clinical documentation for PA requests will not be returned to providers and will be disposed of securely.

Therefore, providers are required to make a copy of their PA requests (including attachments and any supplemental information) before mailing the requests to ForwardHealth. The provider is required to have a copy on file for reference purposes if more information is required about the PA request.

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

## Emergent and Urgent Situations

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Topic #429

### Emergency Services

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

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

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

Topic #430

### Urgent Services

Telephone consultations with DHCAA (Division of Health Care Access and Accountability) staff regarding a prospective PA (prior authorization) request can be given only in urgent situations when medically necessary. An urgent, medically necessary situation is one where a delay in authorization would result in undue hardship for the member or unnecessary costs for Medicaid as determined by the DHCAA. All telephone consultations for urgent services should be directed to the Quality Assurance and Appropriateness Review Section at (608) 266-2521. Providers should have the following information ready when calling:

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

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

## Follow-Up to Decisions

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Topic #4738

### Amendment Decisions

ForwardHealth will make a decision regarding a provider's amendment request within 20 working days from the receipt of all the information necessary. The method ForwardHealth will use to communicate decisions regarding PA (prior authorization) amendment requests will depend on how the *PA request* was originally submitted (not how the amendment request was submitted) and whether the provider has a ForwardHealth Portal account:

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

Topic #431

### Amendments

Providers are required to use the [Prior Authorization Amendment Request \(F-11042 \(07/12\)\)](#) to amend an approved or modified PA (prior authorization) request.

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

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

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

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

Topic #432

### Appeals

If a PA (prior authorization) request is denied or modified by ForwardHealth, only a member, or authorized person acting on

behalf of the member, may file an appeal with the DHA (Division of Hearings and Appeals). Decisions that may be appealed include the following:

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

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

To file an appeal, members may complete and submit a [Request for Fair Hearing \(DHA-28 \(08/09\)\)](#) form.

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

## Fair Hearing Upholds ForwardHealth's Decision

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

## Fair Hearing Overturns ForwardHealth's Decision

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

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

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

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

ForwardHealth  
Specialized Research  
Ste 50  
313 Blettner Blvd  
Madison WI 53784

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

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

ForwardHealth  
Prior Authorization  
Ste 88  
313 Blettner Blvd  
Madison WI 53784

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

## Financial Responsibility

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

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

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

Wisconsin Medicaid does not directly reimburse members.

## Sample Notice of Appeal Rights Letter

<Month DD, CCYY>

<sequence number>

<RecipName>

<RecipAddressLine1>

<RecipAddressLine2>

<RecipCity> <RecipStateZip>

Member Identification Number:

<XXX-XX-XXXXXX>

Local County or Tribal Agency

Telephone Number: <AgencyPhone>

<PROGRAM NAME> Notice of Appeal Rights

Appeal Date: <AppealDate>

In <PROGRAM NAME>, certain services and products must be reviewed and approved before payment can be made for them. This review process is called prior authorization (PA). The purposes of this letter are to notify you that <PROGRAM NAME> has either denied or modified a request for prior authorization of a service or product that was submitted on your behalf and to inform you of your right to appeal that decision.

Your provider <ProviderName> requested prior authorization for the following service(s):

| Service Code | Modifier       | Service Description  | Unit     | Dollar   |
|--------------|----------------|--|----------|----------|
| XXXXXXXXXX   | XX XX<br>XX XX | XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX | XXXXX.XX | XXXXX.XX |
| XXXXXXXXXX   | XX XX<br>XX XX | XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX | XXXXX.XX | XXXXX.XX |

<ServiceNN>

That prior authorization request, PA number <PANumber>, was reviewed by <PROGRAM NAME> medical consultants. Based on that review, the following services have been denied or modified as follows.

## Denied Services

| Service Code | Modifier       | Service Description  | Unit     | Dollar   |
|--------------|----------------|--|----------|----------|
| XXXXXXXXXX   | XX XX<br>XX XX | XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX | XXXXX.XX | XXXXX.XX |
| XXXXXXXXXX   | XX XX<br>XX XX | XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX | XXXXX.XX | XXXXX.XX |

&lt;DeniedServiceNN&gt;

## Modified Services

| Service Code | Modifier       | Service Description  | Unit     | Dollar   |
|--------------|----------------|--|----------|----------|
| XXXXXXXXXX   | XX XX<br>XX XX | XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX | XXXXX.XX | XXXXX.XX |
| XXXXXXXXXX   | XX XX<br>XX XX | XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX<br>XXXXXXXXXXXXXXXXXXXXXXXXXXXX | XXXXX.XX | XXXXX.XX |

&lt;ModifiedServiceNN&gt;

<PROGRAM NAME>'s denial or modification of the services requested was made for the following reasons:

(Denial/modify code(s) will be inserted here)

<PROGRAM NAME> bases its decisions on criteria found in the Wisconsin Administrative Code. <PROGRAM NAME> may modify or deny a prior authorization request if one or more of the criteria are not supported by documentation submitted by your provider. The specific regulation(s) that supports the reason for the denial/modification of your provider's request for services is found in the following Wisconsin Administrative Code:

(Wis. Admin. Code Regulation(s) will be inserted here)

We have sent your provider the denied/modified prior authorization request. We encourage you to contact <Provider Name> to review the prior authorization request and the reasons for the decision.

## Your Rights and Responsibilities

You or your designated representative may appeal this decision in accordance with state and federal law within <RecipientDays> days. To file an appeal, you may do one of the following:

- 1) Call your local county or tribal agency at the telephone number listed on the first page of this letter for an appeal form and/or assistance in completing it.
- 2) Write a letter requesting an appeal to the Division of Hearings and Appeals at the following address:

Division of Hearings and Appeals  
Department of Administration  
PO Box 7875  
Madison WI 53707-7875

The appeal form or letter should include all of the following:

- The name, address, and telephone number of the <PROGRAM NAME> member for whom the appeal is being made.
- The member identification number.
- The prior authorization number <PANumber> of the denied/modified request.
- The reason you think the denial or modification of the prior authorization is wrong.

**REMEMBER:** You must mail or deliver your appeal to your local county or tribal agency or the Division of Hearings and Appeals so it is received by the <RecipientDays>-day deadline, which is <AppealDate>.

You will lose your right to an appeal if your request to appeal is not received by the local county or tribal agency or the Division of Hearings and Appeals by <AppealDate>.

If you file an appeal, you may expect the following to occur:

- The state Division of Health Care Access and Accountability will be required to explain, in writing, the reason(s) for the denial or modification of the services your provider requested. This explanation will be mailed to you.
- The Division of Hearings and Appeals will schedule a hearing to consider your appeal and will notify you of the time and place by mail. Hearings are generally held at your local county or tribal agency. You may want to ask your local county or tribal agency if there is free legal help available in your area.
- At that hearing, you (or you may choose a friend, relative, attorney, provider, etc., to represent you) will have an opportunity to explain your need for the service to a hearing officer. Division of Health Care Access and Accountability staff may also appear in person or participate by telephone.
- Based on all the information available, the hearing officer will make a decision on your appeal, notify you of the decision by mail, and advise you of any additional appeal rights.

Whether or not you appeal, <PROGRAM NAME> will pay for any services it has approved. After the hearing officer makes a decision on your appeal, <PROGRAM NAME> will continue to pay for the approved services plus any additional services the hearing officer directs <PROGRAM NAME> to pay.

If you need information about accommodation for a disability or for language translation, please call 1-608-266-3096 (voice) or 1-608-264-9853 (TTY) immediately so arrangements can be made. The staff at these numbers will not be able to provide you with information about the reasons for Wisconsin <PROGRAM NAME>'s decision to deny or modify the prior authorization request. These telephone numbers at the Division of Hearings and Appeals should only be used for questions about the hearing process.



Topic #1106

## Enddating

Providers are required to use the [Prior Authorization Amendment Request \(F-11042 \(07/12\)\)](#) to enddate most PA (prior authorization) requests. ForwardHealth does not accept requests to enddate a PA request for any service, except drugs, on anything other than the Prior Authorization Amendment Request. PA for drugs may be enddated by using STAT-PA (Specialized Transmission Approval Technology-Prior Authorization) in addition to submitting a Prior Authorization Amendment Request.

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

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

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

- A member chooses to discontinue receiving prior authorized services.
- A provider chooses to discontinue delivering prior authorized services.

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

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

Topic #4739

## Returned Amendment Provider Review Letter

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

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

The provider's paper documents submitted with the amendment request will not be returned to the provider when corrections or additional information are needed; however, X-rays and dental models will be returned once the amendment request is finalized.

Photographs submitted to ForwardHealth as additional supporting clinical documentation for PA requests will not be returned to providers and will be disposed of securely.

Therefore, providers are required to make a copy of their amendment requests (including attachments and any supplemental information) before mailing the requests to ForwardHealth. The provider is required to have a copy on file for reference purposes if ForwardHealth requires more information about the amendment request.



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

Topic #5039

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

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

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

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

## Forms and Attachments

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Topic #2834

### An Overview

Depending on the dental service being requested, most PA (prior authorization) requests must be comprised of the following:

- The [PA/DRF \(Prior Authorization Dental Request Form, F-11035 \(07/12\)\)](#).
- A [PA/DA1 \(Prior Authorization/Dental Attachment 1, F-11010 \(04/15\)\)](#) or a [PA/DA2 \(Prior Authorization/Dental Attachment 2, F-11014 \(07/12\)\)](#).
- Additional supporting clinical documentation.

Topic #446

### Attachments

In addition to the [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#), [PA/HIAS1 \(Prior Authorization for Hearing Instrument and Audiological Services 1, F-11020 \(05/13\)\)](#), or [PA/DRF \(Prior Authorization/Dental Request Form, F-11035 \(07/12\)\)](#), a service-specific PA (prior authorization) attachment must be submitted with each PA request. The PA attachment allows a provider to document the clinical information used to determine whether or not the standards of medical necessity are met for the requested service(s). Providers should include adequate information for ForwardHealth to make a reasonable judgment about the case.

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

Topic #2833

### Prior Authorization/Dental Attachment 1

The [PA/DA1 \(Prior Authorization/Dental Attachment 1, F-11010 \(04/15\)\)](#) allows a provider to document the clinical information used to determine whether the standards of medical necessity are met for the requested service(s). Dental providers should use the PA/DA1 for certain services within the following categories:

- Adjunctive general services.
- Diagnostic services.
- Endodontic services.
- HealthCheck "Other Services."
- Periodontal services.
- Prosthodontic services.
- Restorative services.

### Prior Authorization/Dental Attachment 2

The purpose of the [PA/DA2 \(Prior Authorization/Dental Attachment 2, F-11014 \(07/12\)\)](#) is to document the medical necessity of certain services within the following categories:

- Fixed prosthetic services.
- Oral surgery services.
- Orthodontic services.

Topic #447

## Obtaining Forms and Attachments

Providers may obtain paper versions of all PA (prior authorization) forms and attachments. In addition, providers may download and complete most PA attachments from the [ForwardHealth Portal](#).

### Paper Forms

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

ForwardHealth  
Form Reorder  
313 Blettner Blvd  
Madison WI 53784

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

### Downloadable Forms

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

### Web Prior Authorization Via the Portal

Certain providers may complete the [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#) and PA attachments through the Portal. Providers may then print the PA/RF (and in some cases the PA attachment), and send the PA/RF, service-specific PA attachments, and any supporting documentation on paper by mail or fax to ForwardHealth.

Topic #2831

The [PA/DRF \(Prior Authorization Dental Request Form, F-11035 \(07/12\)\)](#) may be downloaded and printed in its original format from this Web site. Providers may order paper copies of the PA/DRF from Form Reorder at the previously listed address.

Topic #2830

## Prior Authorization Dental Request Form

The [PA/DRF](#) (Prior Authorization Dental Request Form, F-11035 (07/12)) is used by ForwardHealth and is mandatory for dental providers when requesting PA (prior authorization). The PA/DRF serves as the cover page of a PA request.

A [sample PA/DRF](#) is available.

Providers are required to complete the basic provider, member, and service information on the PA/DRF. Each PA request is assigned a unique ten-digit number. ForwardHealth remittance information will report to the provider the PA number used to

process claim for prior authorized services.

## Multiple-Page Requests

ForwardHealth accepts PA requests with a maximum of 26 details per PA request. The ForwardHealth [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#) has space for 10 items. If a provider's PA request requires more than 12 items to be listed, the provider may continue the PA request on a second and third PA/RF. When submitting a PA request with multiple pages, indicate the page number and total number of pages for the PA/RF in the upper right hand corner (e.g., "page 1 of 2" and "page 2 of 2").

In addition, the total charges should be indicated in Element 24 of the last page of the PA/DRF. On the preceding pages, Element 24 should refer to the last page (for example, "see page 2").

## PA Numbers

The PA number consists of 10 digits, containing valuable information about the PA (e.g., the date the PA request was received by ForwardHealth, the medium used to submit the PA request). The PA number will no longer be pre-printed on the PA/DRF.



Topic #7797

# Prior Authorization Request Form Completion Instructions for Prescribers for Drugs

ForwardHealth requires certain information to enable the programs to authorize and pay for medical services provided to eligible members.

Members of ForwardHealth are required to give providers full, correct, and truthful information for the submission of correct and complete claims for reimbursement. This information should include, but is not limited to, information concerning enrollment status, accurate name, address, and member identification number (Wis. Admin. Code § [DHS 104.02\[4\]](#)).

Under Wis. Stat. § [49.45\(4\)](#), personally identifiable information about program applicants and members is confidential and is used for purposes directly related to ForwardHealth administration such as determining eligibility of the applicant, processing PA (prior authorization) requests, or processing provider claims for reimbursement. The use of this form is mandatory to receive PA of certain procedures/services/items. Failure to supply the information requested by the form may result in denial of PA or payment for the service.

Providers should make duplicate copies of all paper documents mailed to ForwardHealth. Providers may submit PA requests, along with all applicable service-specific attachments, via the ForwardHealth Portal, by fax to ForwardHealth at 608-221-8616, or by mail to the following address:

ForwardHealth  
Prior Authorization  
Ste 88  
313 Blettner Blvd  
Madison WI 53784

The provision of services that are greater than or significantly different from those authorized may result in nonpayment of the billing claim(s).

**SECTION I — PROVIDER INFORMATION****Element 1 — HealthCheck "Other Services" and Wisconsin Chronic Disease Program (WCDP)**

Leave the box next to HealthCheck "Other Services" blank. Enter an "X" in the box next to WCDP (Wisconsin Chronic Disease Program) if the services requested on the [PA/RP \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#) are for a WCDP member.

**Element 2 — Process Type**

Enter process type 117 — Physician Services. The process type is a three-digit code used to identify a category of service requested. PA requests will be returned without adjudication if no process type is indicated.

**Element 3 — Telephone Number — Billing Provider**

Enter the telephone number, including the area code, of the office, clinic, facility, or place of business of the billing provider.

**Element 4 — Name and Address — Billing Provider**

Enter the name and complete address (street, city, state, and ZIP+4 code) of the billing provider. Providers are required to include both the ZIP code and four-digit extension for timely and accurate billing. The name listed in this element must correspond with the billing provider number listed in Element 5a.

**Element 5a — Billing Provider Number**

Enter the NPI (National Provider Identifier) of the billing provider. The NPI in this element must correspond with the provider name listed in Element 4.

**Element 5b — Billing Provider Taxonomy Code**

Enter the national 10-digit alphanumeric taxonomy code that corresponds to the NPI of the billing provider in Element 5a.

**Element 6a — Name — Prescribing / Referring / Ordering Provider**

Enter the prescribing/referring/ordering provider's name.

**Element 6b — National Provider Identifier — Prescribing / Referring / Ordering Provider**

Enter the prescribing/referring/ordering provider's 10-digit NPI.

**SECTION II — MEMBER INFORMATION****Element 7 — Member Identification Number**

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

**Element 8 — Date of Birth — Member**

Enter the member's date of birth in MM/DD/CCYY format.

**Element 9 — Address — Member**

Enter the complete address of the member's place of residence, including the street, city, state, and ZIP code. If the member is a resident of a nursing home or other facility, include the name of the nursing home or facility.

**Element 10 — Name — Member**

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

**Element 11 — Gender — Member**

Enter an "X" in the appropriate box to specify male or female.

**SECTION III — DIAGNOSIS / TREATMENT INFORMATION****Element 12 — Diagnosis — Primary Code and Description**

Enter the appropriate ICD (International Classification of Diseases) diagnosis code and description with the highest level of specificity most relevant to the service/procedure requested. The ICD diagnosis code must correspond with the ICD description.

**Element 13 — Start Date — SOI (not required)****Element 14 — First Date of Treatment — SOI (not required)****Element 15 — Diagnosis — Secondary Code and Description**

Enter the appropriate secondary ICD diagnosis code and description with the highest level of specificity most relevant to the service/procedure requested, if applicable. The ICD diagnosis code must correspond with the ICD description.

**Element 16 — Requested PA Start Date**

Enter the requested start DOS (date of service) in MM/DD/CCYY format.

**Element 17 — Rendering Provider Number**

Enter the prescriber's NPI, only if the NPI is different from the NPI of the billing provider listed in Element 5a.

**Element 18 — Rendering Provider Taxonomy Code**

Enter the national 10-digit alphanumeric taxonomy code that corresponds to the prescriber only if this code is different from the taxonomy code listed for the billing provider in Element 5b.

**Element 19 — Service Code (not required)****Element 20 — Modifiers (not required)****Element 21 — POS**

Enter the appropriate place of service code designating where the requested item would be provided/performed/dispensed.

**Element 22 — Description of Service**

Enter the drug name and dose for each item requested (e.g., drug name, milligrams, capsules).

**Element 23 — QR**

Enter the appropriate quantity (e.g., days' supply) requested for each item requested.

**Element 24 — Charge (not required)****Element 25 — Total Charges (not required)****Element 26 — Signature — Requesting Provider**

The original signature of the provider requesting this item must appear in this element.

**Element 27 — Date Signed**

Enter the month, day, and year the PA/RF was signed (in MM/DD/CCYY format).

Topic #449

## Supporting Clinical Documentation

Certain PA (prior authorization) requests may require additional supporting clinical documentation to justify the medical necessity

for a service(s). Supporting documentation may include, but is not limited to, X-rays, photographs, a physician's prescription, clinical reports, and other materials related to the member's condition.

All supporting documentation submitted with a PA request must be clearly labeled and identified with the member's name and member identification number. Securely packaged X-rays and dental models will be returned to providers.

Photographs submitted to ForwardHealth as additional supporting clinical documentation for PA requests will not be returned to providers and will be disposed of securely.

#### Topic #2912

Dental services providers should refer to the appropriate PA attachment to determine what supporting clinical documentation is required to be submitted with each PA request.

## General Information

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Topic #4402

### An Overview

The PA (prior authorization) review process includes both a clerical review and a clinical review. The PA request will have one of the statuses detailed in the following table.

| Prior Authorization Status             | Description   |
|--|---|
| Approved                               | The PA request was approved.  |
| Approved with Modifications            | The PA request was approved with modifications to what was requested.   |
| Denied                                 | The PA request was denied.  |
| Returned — Provider Review             | The PA request was returned to the provider for correction or for additional information.   |
| Pending — Fiscal Agent Review          | The PA request is being reviewed by the Fiscal Agent.   |
| Pending — Dental Follow-up             | The PA request is being reviewed by a Fiscal Agent dental specialist.   |
| Pending — State Review                 | The PA request is being reviewed by the State.  |
| Suspend — Provider Sending Information | The PA request was submitted via the ForwardHealth Portal and the provider indicated they will be sending additional supporting information on paper. |
| Inactive                               | The PA request is inactive due to no response within 30 days to the returned provider review letter and cannot be used for PA or claims processing.   |

Topic #434

### Communication with Members

ForwardHealth recommends that providers inform members that PA (prior authorization) is required for certain specified services *before* delivery of the services. Providers should also explain that, if required to obtain PA, they will be submitting member records and information to ForwardHealth on the member's behalf. Providers are required to keep members informed of the PA request status throughout the *entire* PA process.

### Member Questions

A member may call [Member Services](#) to find out whether or not a PA request has been submitted and, if so, when it was received by ForwardHealth. The member will be advised to contact the provider if more information is needed about the status of an individual PA request.

Topic #435

### Definition

PA (prior authorization) is the electronic or written authorization issued by ForwardHealth to a provider prior to the provision of a service. In most cases, providers are required to obtain PA *before* providing services that require PA. When granted, a PA



request is approved for a specific period of time and specifies the type and quantity of service allowed.

Topic #5098

## Designating an Address for Prior Authorization Correspondence

Correspondence related to PA (prior authorization) will be sent to the practice location address on file with ForwardHealth unless the provider designates a separate address for receipt of PA correspondence. This policy applies to all PA correspondence, including decision notice letters, returned provider review letters, returned amendment provider letters, and returned supplemental documentation such as X-rays and dental models.

Photographs submitted to ForwardHealth as additional supporting clinical documentation for PA requests will not be returned to providers and will be disposed of securely.

Providers may designate a separate address for PA correspondence using the [demographic maintenance tool](#).

Topic #436

## Reasons for Prior Authorization

Only about four percent of all services covered by Wisconsin Medicaid require PA (prior authorization). PA requirements vary for different types of services. Refer to ForwardHealth publications and [DHS 107](#), Wis. Admin. Code, for information regarding services that require PA. According to [DHS 107.02\(3\)\(b\)](#), Wis. Admin. Code, PA is designed to do the following:

- Safeguard against unnecessary or inappropriate care and services.
- Safeguard against excess payments.
- Assess the quality and timeliness of services.
- Promote the most effective and appropriate use of available services and facilities.
- Determine if less expensive alternative care, services, or supplies are permissible.
- Curtail misutilization practices of providers and members.

PA requests are processed based on criteria established by the DHS (Department of Health Services).

Providers should not request PA for services that do not require PA simply to determine coverage or establish a reimbursement rate for a manually priced procedure code. Also, new technologies or procedures do not necessarily require PA. PA requests for services that do not require PA are typically returned to the provider. Providers having difficulties determining whether or not a service requires PA may call [Provider Services](#).

Topic #437

## Referrals to Out-of-State Providers

PA (prior authorization) may be granted to out-of-state providers when nonemergency services are necessary to help a member attain or regain his or her health and ability to function independently. The PA request may be approved only when the services are not reasonably accessible to the member in Wisconsin.

Out-of-state providers are required to meet ForwardHealth's guidelines for PA approval. This includes sending PA requests, required attachments, and supporting documentation to ForwardHealth before the services are provided.

*Note:* Emergency services provided out-of-state do not require PA; however, claims for such services must include appropriate documentation (e.g., anesthesia report, medical record) to be considered for reimbursement. Providers are required to submit claims with supporting documentation on paper.

When a Wisconsin Medicaid provider refers a member to an out-of-state provider, the referring provider should instruct the out-of-state provider to go to the [Provider Enrollment Information home page](#) on the ForwardHealth Portal to complete a Medicaid Out-of-State Provider Enrollment Application.

All out-of-state nursing homes, regardless of location, are required to obtain PA for all services. All other out-of-state non-border-status providers are required to obtain PA for all nonemergency services except for home dialysis supplies and equipment.

Topic #438

## Reimbursement Not Guaranteed

Wisconsin Medicaid may decline to reimburse a provider for a service that has been prior authorized if one or more of the following program requirements is not met:

- The service authorized on the approved PA (prior authorization) request is the service provided.
- The service is provided within the grant and expiration dates on the approved PA request.
- The member is eligible for the service on the date the service is provided.
- The provider is enrolled in Wisconsin Medicaid on the date the service is provided.
- The service is billed according to service-specific claim instructions.
- The provider meets other program requirements.

Providers may not [collect payment](#) from a member for a service requiring PA under any of the following circumstances:

- The provider failed to seek PA before the service was provided.
- The service was provided before the PA grant date or after the PA expiration date.
- The provider obtained PA but failed to meet other program requirements.
- The service was provided before a decision was made, the member did not accept responsibility for the payment of the service before the service was provided, and the PA was denied.

There are [certain situations](#) when a provider may collect payment for services in which PA was denied.

## Other Health Insurance Sources

Providers are encouraged, but not required, to request PA from ForwardHealth for covered services that require PA when members have other health insurance coverage. This is to allow payment by Wisconsin Medicaid for the services provided in the event that the other health insurance source denies or recoups payment for the service. If a service is provided before PA is obtained, ForwardHealth will not consider backdating a PA request solely to enable the provider to be reimbursed.

Topic #1268

## Sources of Information

Providers should verify that they have the most current sources of information regarding PA (prior authorization). It is critical that providers and staff have access to these documents:

- Wisconsin Administrative Code: Chapters [DHS 101 through DHS 109](#) are the rules regarding Medicaid administration.
- Wisconsin Statutes: Sections [49.43 through 49.99](#) provide the legal framework for Wisconsin Medicaid.

- ForwardHealth Portal: The Portal gives the latest policy information for all providers, including information about Medicaid managed care enrollees.

Topic #812

## Status Inquiries

Providers may inquire about the status of a PA (prior authorization) request through one of the following methods:

- Accessing [WiCall](#), ForwardHealth's AVR (Automated Voice Response) system.
- Calling [Provider Services](#).

Providers should have the 10-digit PA number available when making inquiries.

Topic #13697

## Third-Party Web Sites

The ForwardHealth Portal allows providers access to all policy and billing information for BadgerCare Plus, Medicaid, SeniorCare, ADAP (Wisconsin AIDS Drug Assistance Program), and WCDP (Wisconsin Chronic Disease Program) in one centralized place. PA (prior authorization) request forms and information about ForwardHealth's policies should be obtained from the Portal or [Provider Services](#). Third-party Web sites are not affiliated with or endorsed by ForwardHealth.

## Grant and Expiration Dates

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Topic #439

### Backdating

Backdating an initial PA (prior authorization) request or SOI (spell of illness) to a date prior to ForwardHealth's initial receipt of the request may be allowed in limited circumstances.

A request for backdating may be approved if all of the following conditions are met:

- The provider specifically requests backdating in writing on the PA or SOI request.
- The request includes clinical justification for beginning the service before PA or SOI was granted.
- The request is received by ForwardHealth within 14 calendar days of the start of the provision of services.

Topic #440

### Expiration Date

The expiration (end) date of an approved or modified PA (prior authorization) request is the date through which services are prior authorized. PA requests are granted for varying periods of time. Expiration dates may vary and do not automatically expire at the end of the month or calendar year. In addition, providers may request a specific expiration date. Providers should carefully review all approved and modified PA requests and make note of the expiration dates.

Topic #441

### Grant Date

The grant (start) date of an approved or modified PA (prior authorization) request is the first date in which services are prior authorized and will be reimbursed under this PA number. On a PA request, providers may request a specific date that they intend services to begin. If no grant date is requested or the grant date is illegible, the grant date will typically be the date the PA request was reviewed by ForwardHealth.

Topic #442

### Renewal Requests

To prevent a lapse in coverage or reimbursement for ongoing services, all renewal PA (prior authorization) requests (i.e., subsequent PA requests for ongoing services) must be received by ForwardHealth *prior to the expiration date* of the previous PA request. Each provider is solely responsible for the timely submission of PA request renewals. Renewal requests will not be backdated for continuation of ongoing services.

## Member Eligibility Changes

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Topic #443

### Loss of Enrollment During Treatment

Some covered services consist of sequential treatment steps, meaning more than one office visit or service is required to complete treatment.

In most cases, if a member loses enrollment midway through treatment, or at any time between the grant and enddates, Wisconsin Medicaid will *not* reimburse services (including prior authorized services) provided during an enrollment lapse. Providers should not assume Wisconsin Medicaid covers completion of services after the member's enrollment has been terminated.

To avoid potential reimbursement problems when a member loses enrollment during treatment, providers should follow these procedures:

- Ask to see the member's ForwardHealth identification card to verify the member's enrollment or consult Wisconsin's EVS (Enrollment Verification System) before the services are provided at each visit.
- When the PA (prior authorization) request is approved, verify that the member is still enrolled and eligible to receive the service before providing it. An approved PA request does not guarantee payment and is subject to the enrollment of the member.

Members are financially responsible for any services received after their enrollment has ended. If the member wishes to continue treatment, it is a decision between the provider and the member whether the service should be given and how payment will be made for the service.

To avoid misunderstandings, providers should remind members that they are financially responsible for any continued care after their enrollment ends.

Topic #4919

### Loss of Enrollment During Treatments

Exceptions to the loss-of-enrollment-midway-through-treatment rule are if a member becomes ineligible while receiving dental prosthodontia treatments or orthodontic treatment.

Members are not financially responsible for dental prosthodontia and orthodontic treatment received after their enrollment has ended.

Topic #444

### Retroactive Disenrollment from State-Contracted MCOs

Occasionally, a service requiring fee-for-service PA (prior authorization) is performed during a member's enrollment period in a state-contracted MCO (managed care organization). After the service is provided, and it is determined that the member should be retroactively disenrolled from the MCO, the member's enrollment is changed to fee-for-service for the DOS (date of service). The member is continuously eligible for BadgerCare Plus or Wisconsin Medicaid but has moved from MCO enrollment to fee-for-service status.

In this situation, the state-contracted MCO would deny the claim because the member was not enrolled on the DOS. Fee-for-service would also deny the claim because PA was not obtained.

Providers may take the following steps to obtain reimbursement in this situation:

- For a service requiring PA for fee-for-service members, the provider is required to submit a retroactive PA request. For a PA request submitted on paper, indicate "RETROACTIVE FEE-FOR-SERVICE" along with a written description of the service requested/provided under "Description of Service." Also indicate the actual date(s) the service(s) was provided. For a PA request submitted via the ForwardHealth Portal, indicate "RETROACTIVE FEE-FOR-SERVICE" along with a description of the service requested/provided under the "Service Code Description" field or include additional supporting documentation. Also indicate the actual date(s) the service(s) was provided.
- If the PA request is approved, the provider is required to follow fee-for-service policies and procedures for claims submission.
- If the PA request is denied, Wisconsin Medicaid will not reimburse the provider for the services. A PA request would be denied for reasons such as lack of medical necessity. A PA request would not be denied due to the retroactive fee-for-service status of the member.

Topic #445

## Retroactive Enrollment

If a service(s) that requires PA (prior authorization) was performed during a member's [retroactive enrollment](#) period, the provider is required to submit a PA request and receive approval from ForwardHealth *before* submitting a claim. For a PA request submitted on paper, indicate the words "RETROACTIVE ENROLLMENT" at the top of the PA request along with a written description explaining that the service was provided at a time when the member was retroactively enrolled under "Description of Service." Also include the actual date(s) the service(s) was provided. For a PA request submitted via the ForwardHealth Portal, indicate the words "RETROACTIVE ENROLLMENT" along with a description explaining that the service was provided at a time when the member was retroactively eligible under the "Service Code Description" field or include additional supporting documentation. Also include the actual date(s) the service(s) was provided.

If the member was retroactively enrolled, and the PA request is approved, the service(s) may be reimbursable, and the earliest effective date of the PA request will be the date the member receives retroactive enrollment. If the PA request is denied, the provider will not be reimbursed for the service(s). Members have the right to appeal the decision to deny a PA request.

If a member requests a service that requires PA before his or her retroactive enrollment is determined, the provider should explain to the member that he or she may be liable for the full cost of the service if retroactive enrollment is not granted and the PA request is not approved. This should be documented in the member's record.

## Review Process

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Topic #450

### Clerical Review

The first step of the PA (prior authorization) request review process is the clerical review. The provider, member, diagnosis, and treatment information indicated on the [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#), [PA/HIAS1 \(Prior Authorization for Hearing Instrument and Audiological Services 1, F-11020 \(05/13\)\)](#), and [PA/DRF \(Prior Authorization/Dental Request Form, F-11035 \(07/12\)\)](#) forms is reviewed during the clerical review of the PA request review process. The following are examples of information verified during the clerical review:

- Billing and/or rendering provider number is correct and corresponds with the provider's name.
- Provider's name is spelled correctly.
- Provider is Medicaid-enrolled.
- Procedure codes with appropriate modifiers, if required, are covered services.
- Member's name is spelled correctly.
- Member's identification number is correct and corresponds with the member's name.
- Member enrollment is verified.
- All required elements are complete.
- Forms, attachments, and additional supporting clinical documentation are signed and dated.
- A current physician's prescription for the service is attached, if required.

Clerical errors and omissions are responsible for the majority of PA requests that are returned to providers for correction or additional information. Since having to return a PA request for corrections or additional information can delay approval and delivery of services to a member, providers should ensure that all clerical information is correctly and completely entered on the PA/RF, PA/DRF, or PA/HIAS1.

If clerical errors are identified, the PA request is returned to the provider for corrections before undergoing a clinical review. One way to reduce the number of clerical errors is to complete and submit PA/RFs through Web PA.

Topic #451

### Clinical Review

Upon verifying the completeness and accuracy of clerical items, the PA (prior authorization) request is reviewed to evaluate whether or not each service being requested meets Wisconsin Medicaid's definition of "medically necessary" as well as other criteria.

The PA attachment allows a provider to document the clinical information used to determine whether the standards of medical necessity are met for the requested service. Wisconsin Medicaid considers certain factors when determining whether to approve or deny a PA request pursuant to [DHS 107.02\(3\)\(e\)](#), Wis. Admin. Code.

It is crucial that a provider include adequate information on the PA attachment so that the ForwardHealth consultant performing the clinical review can determine that the service(s) being requested meets all the elements of Wisconsin Medicaid's definition of "medically necessary", including elements that are not strictly medical in nature. Documentation must provide the justification for the service requested specific to the member's current condition and needs. Pursuant to [DHS 101.03\(96m\)](#), Wis. Admin. Code, "medically necessary" is a service under ch. DHS 107 that meets certain criteria.

## Determination of Medical Necessity

The definition of "medically necessary" is a legal definition identifying the standards that must be met for approval of the service. The definition imposes parameters and restrictions that are both medical and nonmedical.

The determination of medical necessity is based on the documentation submitted by the provider. For this reason, it is essential that documentation is submitted completely and accurately and that it provides the justification for the service requested, specific to the member's current condition and needs. To be approved, a PA request must meet all of the standards of medical necessity including those that are not strictly medical in nature.

To determine if a requested service is medically necessary, ForwardHealth consultants obtain direction and/or guidance from multiple resources including:

- Federal and state statutes.
- Wisconsin Administrative Code.
- PA guidelines set forth by the DHS (Department of Health Services).
- Standards of practice.
- Professional knowledge.
- Scientific literature.



# Services Requiring Prior Authorization

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Topic #15457

## Periodontal Services

Providers requesting PA (prior authorization) for a periodontal service are required to submit the following to ForwardHealth:

- A completed [PA/DRF \(Prior Authorization Dental Request Form, F-11035 \(07/12\)\)](#). Providers requesting PA for certain periodontal services are required to indicate the appropriate area of oral cavity code for each requested quadrant. Each [quadrant](#) must be indicated on a separate detail.
- A completed [PA/DA1 \(Prior Authorization Dental Attachment 1, F-11010 \(04/15\)\)](#).
- Supporting clinical documentation. Required supporting clinical documentation for a periodontal service is indicated on the PA/DA1.

## Periodontal Scaling and Root Planing

ForwardHealth covers periodontal scaling and root planing when traditional, less intensive dental services have not been effective in treating pain and infection. Periodontal scaling and root planing always require PA in order to be covered by ForwardHealth.

### Approval Criteria

All of the following criteria must be met before PA requests for periodontal scaling and root planing can be approved:

- For PA requests indicating CDT (Current Dental Terminology) procedure code D4341 (Periodontal scaling and root planing — four or more teeth per quadrant), four or more teeth have at least one pocket measurement of 5–6 millimeters in a quadrant.
- For PA requests indicating CDT procedure code D4342 (Periodontal scaling and root planing — one to three teeth, per quadrant), one to three teeth have at least one pocket measurement of 5–6 millimeters in a quadrant.
- At least 50 percent of bony support is intact for the teeth to be treated. Calculus should be visible on the X-ray.
- Documentation exists that the member is a patient of record.
- If the patient is new and a full-mouth debridement is included in the treatment plan, at least four weeks of healing time has passed following debridement.

### Allowable Quadrants Per Date of Service

In most circumstances, periodontal scaling and root planing is limited to two quadrants per DOS (date of service). In the following circumstances, periodontal scaling and root planing may be completed for all four quadrants per DOS:

- If the member has been hospitalized for another service(s) and periodontal scaling and root planing may be provided concurrently with that service.
- If the member has to travel long distances (more than 60 miles one way) to an appointment with the requesting provider.
- If the member has a disability that makes traveling to the dentist difficult.

The above exceptions must be indicated on the PA request and must be specifically approved by the ForwardHealth dental consultant.

### Required Supporting Clinical Documentation

PA requests for periodontal scaling and root planing must include the following supporting clinical documentation:

- A complete periodontal charting of the oral cavity performed within one year of the date of request.
- Full-mouth X-rays with a current set of bitewing X-rays. The teeth to be extracted should be identified. (Note: A panoramic radiograph and set of bitewing X-rays may be substituted.) The following reimbursement limitations apply:
  - Full-mouth X-rays (or panoramic radiograph plus four bitewing X-rays) are reimbursable once every three years per provider.
  - A set of bitewing X-rays is reimbursable once per six months.
- The dentist's statement of need, if requesting more than two quadrants per day using procedure code D4341. (Note: No statement of need is required when requesting more than two quadrants per day using procedure code D4342.)
- The dentist's statement supporting a request for periodontal scaling and root planing, if the member is under age 13. Dentists who submit PA requests either through the ForwardHealth Portal or on paper should use the additional information section of the PA/DA1 or the comments section of the Portal PA request for this information.

## Documentation to Be Maintained in the Dental Record

The following documentation should be maintained in the member's dental record and must be available upon request:

- Clinical notes stating that the member has been informed of the etiology of periodontal disease and the methods of treatment and prevention.
- Clinical notes stating that a long-term plan for maintenance, including annual re-evaluation and a review of periodontal disease, has been established.
- Status of oral hygiene since initiating periodontal treatment.
- Favorable prognosis to treatment.

## Follow-up Care

Follow-up cleanings and maintenance for periodontal scaling and root planing may be provided to members; however, [standard limitations](#) apply.

Providers may request one additional prophylactic service for periodontal scaling and root planing per member per year if that member has already reached his or her annual limit for prophylactic services but requires an additional prophylactic service for periodontal scaling and root planing. Providers are required to use procedure code D4910 (Periodontal maintenance) to indicate the additional prophylactic service. The additional prophylactic service may be included on the PA request for periodontal scaling and root planing. The PA request must include documentation that justifies the additional prophylactic service.

*Note:* Providers should use the same [procedure codes](#) that are used for routine prophylactic services when submitting claims.

Topic #2734

# Services Requiring Prior Authorization

## Dental Services

The following dental services require PA (prior authorization):

- Intraoral radiograph (D0210) and panoramic film (D0330), if frequency limitations are exceeded
- Molar root canal therapy (D3330) for members ages 21 and over
- Periodontal scaling, root planing, and periodontal maintenance (D4341, D4342, D4910)
- Full-mouth debridement (D4355) for members ages 12 and under
- Full and partial dentures (D5110, D5120, D5211-D5226)
- Repairs to partial dentures including replacement of all teeth and acrylic on cast metal framework (maxillary and mandibular)

(D5670-D5671)

- Fixed prosthodontics (D6211-D6971, D6940-D6980)
- Orthodontic services (D8010-D8692, excluding D8660)

## Oral Surgery Services

PA is required for members 21 years of age and older in a nonemergency situation. PA is never required when an emergency is indicated on the claim form.

### Services That Do Not Require Prior Authorization

ForwardHealth does not require PA for the following services when they are provided by a pediatric dentist or an oral surgeon for a member less than 21 years of age on the DOS (date of service):

- D9223 (Deep sedation/general anesthesia — each 15 minute increment)
- D9230 (Inhalation of nitrous oxide/analgesia, anxiolysis)
- D9243 (Intravenous moderate [conscious] sedation/analgesia — each 15 minute increment)
- D9248 (Non-intravenous conscious sedation)

## Situations Requiring New Requests

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Topic #452

### Change in Billing Providers

Providers are required to submit a new PA (prior authorization) request when there is a change in billing providers. A new PA request must be submitted with the new billing provider's name and billing provider number. The expiration date of the PA request will remain the same as the original PA request.

Typically, as no more than one PA request is allowed for the same member, the same service(s), and the same dates, the new billing provider is required to send the following to ForwardHealth's PA Unit:

- A copy of the existing PA request, if possible.
- A new PA request, including the required attachments and supporting documentation indicating the new billing provider's name and address and billing provider number.
- A letter requesting the enddating of the existing PA request (may be a photocopy) attached to each PA request with the following information:
  - The previous billing provider's name and billing provider number, if known.
  - The new billing provider's name and billing provider number.
  - The reason for the change of billing provider. (The provider may want to confer with the member to verify that the services by the previous provider have ended. The new billing provider may include this verification in the letter.)
  - The requested effective date of the change.

Topic #453

### Examples

Examples of when a new PA (prior authorization) request must be submitted include the following:

- A provider's billing provider changes.
- A member requests a provider change that results in a change in billing providers.
- A member's enrollment status changes and there is not a valid PA on file for the member's current plan (i.e., BadgerCare Plus Standard Plan, Medicaid).

If the *rendering* provider indicated on the PA request changes but the *billing* provider remains the same, the PA request remains valid and a new PA request does *not* need to be submitted.

Topic #454

### Services Not Performed Before Expiration Date

Generally, a new PA (prior authorization) request with a new requested start date must be submitted to ForwardHealth if the amount or quantity of prior authorized services is not used by the expiration date of the PA request and the service is still medically necessary.

## Submission Options

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Topic #12597

### 278 Health Care Services Review — Request for Review and Response Transaction

Providers may request PA (prior authorization) electronically using the 278 (278 Health Care Services Review — Request for Review and Response) transaction, the standard electronic format for health care service PA requests.

#### Compliance Testing

Trading partners may conduct compliance testing for the 278 transaction.

After receiving an "accepted" 999 (999 Functional Acknowledgment) for a test 278 transaction, trading partners are required to call the [EDI \(Electronic Data Interchange\) Helpdesk](#) to request the production 278 transaction set be assigned to them.

#### Submitting Prior Authorization Requests

Submitting an initial PA request using the 278 transaction does not result in a real-time approval and cannot be used to request [PA for drugs](#) and [diabetic supplies](#).

After submitting a PA request via a 278 transaction, providers will receive a real-time response indicating whether the transaction is valid or invalid. If the transaction is invalid, the response will indicate the reject reason(s), and providers can correct and submit a new PA request using the 278 transaction. A real-time response indicating a valid 278 transaction will include a [PA number](#) and a pending status. The PA request will be placed in a status of "Pending - Fiscal Agent Review."

The 278 transaction does not allow providers to submit [supporting clinical information](#) as required to adjudicate the PA request.

Trading partners cannot submit the 278 transaction through PES (Provider Electronic Solutions). In order to submit the 278 transaction, trading partners will need to use their own software or contract with a software vendor.

Topic #455

## Fax

Faxing of all PA (prior authorization) requests to ForwardHealth may eliminate one to three days of mail time. The following are recommendations to avoid delays when faxing PA requests:

- Providers should follow the PA fax procedures.
- Providers should **not** fax the same PA request more than once.
- Providers should **not** fax **and** mail the same PA request. This causes delays in processing.

PA requests containing X-rays, dental molds, or photos as documentation must be mailed; they may not be faxed.

To help safeguard the confidentiality of member health care records, providers should include a fax transmittal form containing a confidentiality statement as a cover sheet to all faxed PA requests. The [Prior Authorization Fax Cover Sheet \(F-01176 \(12/11\)\)](#)

includes a confidentiality statement and may be photocopied.

Providers are encouraged to retain copies of all PA requests and supporting documentation before submitting them to ForwardHealth.

## Prior Authorization Fax Procedures

Providers may fax PA requests to ForwardHealth at 608-221-8616. PA requests sent to any fax number other than 608-221-8616 may result in processing delays.

When faxing PA requests to ForwardHealth, providers should follow the guidelines/procedures listed below.

### Fax Transmittal Cover Sheet

The completed fax transmittal cover sheet must include the following:

- Date of the fax transmission.
- Number of pages, including the cover sheet. The ForwardHealth fax clerk will contact the provider by fax or telephone if all the pages do not transmit.
- Provider contact person and telephone number. The ForwardHealth fax clerk may contact the provider with any questions about the fax transmission.
- Provider number.
- Fax telephone number to which ForwardHealth may send its adjudication decision.
- To: "ForwardHealth Prior Authorization."
- ForwardHealth's fax number (608-221-8616). PA requests sent to any other fax number may result in processing delays.
- ForwardHealth's telephone numbers. For specific PA questions, providers should call [Provider Services](#). For faxing questions, providers should call 608-224-6124.

### Incomplete Fax Transmissions

If the pages listed on the initial cover sheet do not all transmit (i.e., pages stuck together, the fax machine has jammed, or some other error has stopped the fax transmission), or if the PA request is missing information, providers will receive the following by fax from the ForwardHealth fax clerk:

- A cover sheet explaining why the PA request is being returned.
- Part or all of the original incomplete fax that ForwardHealth received.

If a PA request is returned to the provider due to faxing problems, providers should do the following:

- Attach a completed cover sheet with the number of pages of the fax.
- Resend the entire original fax transmission and the additional information requested by the fax clerk to 608-221-8616.

### General Guidelines

When faxing information to ForwardHealth, providers should not reduce the size of the [PA/RP \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#) or the [PA/HIAS1 \(Prior Authorization for Hearing Instrument and Audiological Services 1, F-11020 \(05/13\)\)](#) to fit on the bottom half of the cover page. This makes the PA request difficult to read and leaves no space for consultants to write a response if needed or to sign the request.

If a photocopy of the original PA request and attachments is faxed, the provider should make sure these copies are clear and legible. If the information is not clear, it will be returned to the provider.

If the provider does not indicate his or her fax number, ForwardHealth will mail the decision back to the provider.

ForwardHealth will attempt to fax a response to the PA request to a provider three times. If unsuccessful, the PA request will be mailed to the provider.

If providers are not sure if an entire fax was sent, they should call ForwardHealth's fax clerk at 608-224-6124, to inquire about the status of the fax.

## Prior Authorization Request Deadlines

Faxing a PA request eliminates one to three days of mail time. However, the adjudication time of the PA request has not changed. All actions regarding PA requests are made within the [predetermined time frames](#).

Faxed PA requests received after 1:00 p.m. will be considered as received the following business day. Faxed PA requests received on a Saturday, Sunday, or holiday will be processed on the next business day.

## Avoid Duplicating Prior Authorization Requests

After faxing a PA request, providers should not send the original paperwork by mail. Mailing the original paperwork after faxing the PA request will create duplicate PA requests in the system and may result in a delay of several days to process the faxed PA request.

Refaxing a PA request before the previous PA request has been returned will also create duplicate PA requests and may result in delays.

## Response Back from ForwardHealth

Once ForwardHealth reviews a PA request, ForwardHealth will fax one of three responses back to the provider:

- "Your approved, modified, or denied PA request(s) is attached."
- "Your PA request(s) requires additional information (see attached). Resubmit the entire PA request, including the attachments, with the requested additional information."
- "Your PA request(s) has missing pages and/or is illegible (see attached). Resubmit the entire PA request, including the attachments."

## Resubmitting Prior Authorization Requests

When resubmitting a faxed PA request, providers are required to resubmit the faxed copy of the PA request, including attachments. This will allow the provider to obtain the earliest possible grant date for the PA request (apart from backdating for retroactive enrollment). If any attachments or additional information that was requested is received without the rest of the PA request, the information will be returned to the provider.

Topic #458

# ForwardHealth Portal Prior Authorization

Providers can use the PA (prior authorization) features on the ForwardHealth Portal to do the following:

- Submit PA requests and amendments for all services that require PA.
- Save a partially completed PA request and return at a later time to finish completing it.
- Upload PA attachments and additional supporting clinical documentation for PA requests.
- [Receive](#) decision notice letters and returned provider review letters.
- [Correct](#) returned PA requests and PA amendment requests.

- Change the status of a PA request from "Suspended" to "Pending."
- Submit additional supporting documentation for a PA request that is in "Suspended" or "Pending" status.
- [Search and view](#) previously submitted PA requests or saved PA requests.
- Print a PA cover sheet.

## Submitting Prior Authorization Requests and Amendment Requests

Providers can submit PA requests for all services that require PA to ForwardHealth via the secure Provider area of the Portal. To save time, providers can copy and paste information from plans of care and other medical documentation into the appropriate fields on the PA request. Except for those providers exempt from NPI (National Provider Identifier) requirements, NPI and related data are required on PA requests submitted via the Portal.

When completing PA attachments on the Portal, providers can take advantage of an Additional Information field at the end of the PA attachment that holds up to five pages of text that may be needed.

Providers may also submit amendment requests via the Portal for PA requests with a status of "Approved" or "Approved with Modifications."

## Saving Partially Completed Prior Authorization Requests

Providers do not have to complete PA requests in one session; they can save partially completed PA requests at any point after the Member Information page has been completed by clicking on the Save and Complete Later button, which is at the bottom of each page. There is no limit to how many times PA requests can be saved.

Providers can complete partially saved PA requests at a later time by logging in to the secure Provider area of the Portal, navigating to the Prior Authorization home page, and clicking on the Complete a Saved PA Request link. This link takes the provider to a Saved PA Requests page containing all of the provider's PA requests that have been saved.

Once on the Saved PA Requests page, providers can select a specific PA request and choose to either continue completing it or delete it.

*Note:* The ability to save partially completed PA requests is only applicable to new PA requests. Providers cannot save partially completed PA amendments or corrections to returned PA requests or amendments.

## 30 Calendar Days to Submit or Re-Save Prior Authorization Requests

Providers must submit or re-save PA requests within 30 calendar days of the date the PA request was last saved. After 30 calendar days of inactivity, a PA request is automatically deleted, and the provider has to re-enter the entire PA request.

The Saved PA Requests page includes a list of deleted PA requests. This list is for information purposes only and includes saved PA requests that have been deleted due to inactivity (it does *not* include PA requests deleted by the provider). Neither providers nor ForwardHealth are able to retrieve PA requests that have been deleted.

## Submitting Completed Prior Authorization Requests

ForwardHealth's initial receipt of a PA request occurs when the PA request is submitted on the Portal. Normal backdating policy applies based on the date of initial receipt, not on the last saved date. Providers receive a confirmation of receipt along with a PA number once a PA request is submitted on the Portal.

## PA Attachments on the Portal

Almost all PA request attachments can be completed and submitted on the Portal. When providers are completing PA requests,



the Portal presents the necessary attachments needed for that PA request. For example, if a physician is completing a PA request for physician-administered drugs, the Portal will prompt a [PA/JCA \(Prior Authorization/"J" Code Attachment, F-11034 \(07/12\)\)](#) and display the form for the provider to complete. Certain PA attachments cannot be completed online or uploaded.

Providers may also upload an electronically completed version of the paper PA attachment form. However, when submitting a PA attachment electronically, ForwardHealth recommends completing the PA attachment online as opposed to uploading an electronically completed version of the paper attachment form to reduce the chances of the PA request being returned for clerical errors.

All PA request attachment forms are available on the Portal to download and print to submit by fax or mail.

Providers may also choose to submit their PA request on the Portal and mail or fax the PA attachment(s) and/or additional supporting documentation to ForwardHealth. If the PA attachment(s) are mailed or faxed, a system-generated [Portal PA Cover Sheet \(F-11159 \(10/08\)\)](#) must be printed and sent with the attachment to ForwardHealth for processing. Providers must list the attachments on the Portal PA Cover Sheet. When ForwardHealth receives the PA attachments by mail or fax, they will be matched up with the [PA/RF \(Prior Authorization Request Form, F-11018 \(05/13\)\)](#) that was completed on the Portal.

*Note:* If the cover sheet could not be generated while submitting the PA request due to technical difficulties, providers can print the cover sheet from the main Portal PA page.

Before submitting any PA request documents, providers should save or print a copy for their records. Once the PA request is submitted, it cannot be retrieved for further editing.

As a reminder, ForwardHealth does not mail back any PA request documents submitted by providers.

## **Additional Supporting Clinical Documentation**

ForwardHealth accepts additional supporting clinical documentation when the information cannot be indicated on the required PA request forms and is pertinent for processing the PA request or PA amendment request. Providers have the following options for submitting additional supporting clinical information for PA requests or PA amendment requests:

- Upload electronically.
- Mail.
- Fax.

Providers can choose to upload electronic supporting information through the Portal in the following formats:

- JPEG (Joint Photographic Experts Group) (.jpg or .jpeg).
- PDF (Portable Document Format) (.pdf).
- Rich Text Format (.rtf).
- Text File (.txt).
- OrthoCAD™ (.3dm) (for dental providers).

JPEG files must be stored with a ".jpg" or ".jpeg" extension; text files must be stored with a ".txt" extension; rich text format files must be stored with an ".rtf" extension; and PDF files must be stored with a ".pdf" extension. Dental OrthoCAD™ files are stored with a ".3dm" extension.

Microsoft Word files (.doc) cannot be uploaded but can be saved and uploaded in Rich Text Format or Text File formats.

In addition, providers can also upload additional supporting clinical documentation via the Portal when:

- Correcting a PA request or PA amendment request that is in a "Returned — Provider Review" status.
- Submitting a PA amendment request.

If submitting supporting clinical information via mail or fax, providers are prompted to print a system-generated Portal PA Cover Sheet to be sent with the information to ForwardHealth for processing. Providers must list the additional supporting information on the Portal PA Cover Sheet.

ForwardHealth will return PA requests and PA amendments requests when the additional documentation could have been indicated on the PA/RF and PA attachments or when the pertinent information is difficult to find.

## **"Suspended" Prior Authorization Requests**

For PA requests in a "Suspended" status, the provider has the option to:

- Change a PA request status from "Suspended" to "Pending."
- Submit additional documentation for a PA request that is in "Suspended" or "Pending" status.

### **Changing a Prior Authorization Request from "Suspended" to "Pending"**

The provider has the option of changing a PA request status from "Suspended — Provider Sending Info" to "Pending" if the provider determines that additional information will not be submitted. Changing the status from "Suspended — Provider Sending Info" to "Pending" will allow the PA request to be processed without waiting for additional information to be submitted. The provider can change the status by searching for the suspended PA request, checking the box indicating that the PA request is ready for processing without additional documentation, and clicking the Submit button to allow the PA request to be processed by ForwardHealth. There is an optional free form text box, which allows providers to explain or comment on why the PA request can be processed.

### **Submitting Additional Supporting Clinical Documentation for a Prior Authorization Request in "Suspended" or "Pending" Status**

There is an Upload Documents for a PA link on the PA home page in the provider secured Home Page. By selecting that link, providers have the option of submitting additional supporting clinical documentation for a PA request that is in "Suspended" or "Pending" status. When submitting additional supporting clinical documentation for a PA request that is in "Suspended" status, providers can choose to have ForwardHealth begin processing the PA request or to keep the PA request suspended. Prior authorization requests in a "Pending" status are processed regardless.

*Note:* When the PA request is in a "Pending" status and the provider uploads additional supporting clinical documentation, there may be up to a four-hour delay before the documentation is available to ForwardHealth in the system. If the uploaded information was received after the PA request was processed and the PA request was returned for missing information, the provider may resubmit the PA request stating that the missing information was already uploaded.

Topic #456

## **Mail**

Any type of PA (prior authorization) request may be submitted on paper. Providers may mail completed PA requests, amendments to PA requests, and requests to enddate a PA request to ForwardHealth at the following address:

ForwardHealth  
Prior Authorization  
Ste 88  
313 Blettner Blvd  
Madison WI 53784

Providers are encouraged to retain copies of all PA requests and supporting documentation before submitting them to ForwardHealth.

Topic #457

## STAT-PA

Providers can submit STAT-PA (Specialized Transmission Approval Technology-Prior Authorization) requests for a limited number of services (e.g., certain drugs, lead inspections for HealthCheck). The STAT-PA system is an automated system accessed by providers by touch-tone telephone that allows them to receive an immediate decision for certain PA (prior authorization) requests.

NPI (National Provider Identifier) and related data are required when using the STAT-PA system.

Providers are encouraged to retain copies of all PA requests and supporting documentation before submitting them to ForwardHealth.

# Provider Enrollment and Ongoing Responsibilities

## 8

Archive Date:07/01/2016

## Provider Enrollment and Ongoing Responsibilities:Documentation

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Topic #6277

### 1099 Miscellaneous Forms

ForwardHealth generates the 1099 Miscellaneous form in January of each year for earnings greater than \$600.00, per IRS (Internal Revenue Service) regulations. One 1099 Miscellaneous form per financial payer and per tax identification number is generated, regardless of how many provider IDs or NPIs (National Provider Identifier) share the same tax identification number. For example, a provider who conducts business with both Medicaid and WCDP (Wisconsin Chronic Disease Program) will receive separate 1099 Miscellaneous forms for each program.

The 1099 Miscellaneous forms are sent to the address designated as the "1099 mailing address."

Topic #1640

### Availability of Records to Authorized Personnel

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

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

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

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

The reproduction of records requested by the PRO (Peer Review Organization) under contract with the DHS is reimbursed at a rate established by the PRO.

Topic #200

### Confidentiality and Proper Disposal of Records

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

Federal HIPAA (Health Insurance Portability and Accountability Act of 1996) Privacy and Security regulations establish

requirements regarding the confidentiality and proper disposal of health care and related records containing PHI (protected health information). These requirements apply to all providers (who are considered "covered entities") and their business associates who create, retain, and dispose of such records.

For providers and their business partners who are not subject to HIPAA, Wisconsin confidentiality laws have similar requirements pertaining to proper disposal of health care and related records.

## **HIPAA Privacy and Security Regulations**

### **Definition of Protected Health Information**

As defined in the HIPAA privacy and security regulations, PHI is protected health information (including demographic information) that:

- Is created, received, maintained, or transmitted in any form or media.
- Relates to the past, present, or future physical or mental health or condition of an individual, the provision of health care to an individual, or the payment for the provision of health care to an individual.
- Identifies the individual or provides a reasonable basis to believe that it can be used to identify the individual.

A member's name combined with his or her member identification number or Social Security number is an example of PHI.

### **Requirements Regarding "Unsecured" Protected Health Information**

Title XIII of the American Recovery and Reinvestment Act of 2009 (also known as the HITECH (Health Information Technology for Economic and Clinical Health) Act) included a provision that significantly expanded the scope, penalties, and compliance challenges of HIPAA. This provision imposes new requirements on covered entities and their business associates to notify patients, the federal government, and the media of breaches of "unsecured" PHI (refer to 45 CFR Parts 160 and 164 and s. 13402 of the HITECH Act).

Unsecured PHI is PHI that has not been rendered unusable, unreadable, or indecipherable to unauthorized individuals through the use of physical destruction approved by the HHS (U.S. Department of Health and Human Services). According to the HHS, destruction is the only acceptable method for rendering PHI unusable, unreadable, or indecipherable.

As defined by federal law, unsecured PHI includes information in *any* medium, not just electronic data.

### **Actions Required for Proper Disposal of Records**

Under the HIPAA privacy and security regulations, health care and related records containing PHI must be disposed of in such a manner that they cannot be reconstructed. This includes ensuring that the PHI is secured (i.e., rendered unusable, unreadable, or indecipherable) prior to disposal of the records.

To secure PHI, providers and their business associates are required to use one of the following destruction methods approved by the HHS:

- Paper, film, labels, or other hard copy media should be shredded or destroyed such that the PHI cannot be read or otherwise reconstructed.
- Electronic media should be cleared, purged, or destroyed such that the PHI cannot be retrieved according to National Institute of Standards and Technology Special Publication 800-88, Guidelines for Media Sanitization, which can be found on the [NIST \(National Institute of Standards and Technology\) Web site](#).

For more information regarding securing PHI, providers may refer to [Health Information Privacy](#) on the HHS Web site.

## Wisconsin Confidentiality Laws

[Section 134.97](#), Wis. Stats., requires providers and their business partners who are not subject to HIPAA regulations to comply with Wisconsin confidentiality laws pertaining to the disposal of health care and related records containing PHI.

[Section 146.836](#), Wis. Stats., specifies that the requirements apply to "all patient health care records, including those on which written, drawn, printed, spoken, visual, electromagnetic or digital information is recorded or preserved, regardless of physical form or characteristics." Paper *and* electronic records are subject to Wisconsin confidentiality laws.

### "Personally Identifiable Data" Protected

According to [s.134.97\(1\)\(e\)](#), Wis. Stats., the types of records protected are those containing "personally identifiable data."

As defined by the law, personally identifiable data is information about an individual's medical condition that is not considered to be public knowledge. This may include account numbers, customer numbers, and account balances.

### Actions Required for Proper Disposal of Records

Health care and related records containing personally identifiable data must be disposed of in such a manner that no unauthorized person can access the personal information. For the period of time between a record's disposal and its destruction, providers and their business partners are required to take actions that they reasonably believe will ensure that no unauthorized person will have access to the personally identifiable data contained in the record.

### Businesses Affected

Sections [134.97](#) and [134.98](#), Wis. Stats., governing the proper disposal of health care and related records, apply to medical businesses as well as financial institutions and tax preparation businesses. For the purposes of these requirements, a medical business is any for-profit or nonprofit organization or enterprise that possesses information — other than personnel records — relating to a person's physical or mental health, medical history, or medical treatment. Medical businesses include sole proprietorships, partnerships, firms, business trusts, joint ventures, syndicates, corporations, limited liability companies, or associates.

## Continuing Responsibilities for All Providers After Ending Participation

Ending participation in a ForwardHealth program does not end a provider's responsibility to protect the confidentiality of health care and related records containing PHI.

Providers who no longer participate in a ForwardHealth program are responsible for ensuring that they and their business associates/partners continue to comply with all federal and state laws regarding protecting the confidentiality of members' PHI. Once record retention requirements expire, records must be disposed of in such a manner that they cannot be reconstructed — according to federal and state regulations — in order to avoid penalties.

All ForwardHealth providers and their business associates/partners who cease practice or go out of business should ensure that they have policies and procedures in place to protect all health care and related records from any unauthorized disclosure and use.

## Penalties for Violations

Any covered entity provider or provider's business associate who violates federal HIPAA regulations regarding the confidentiality and proper disposal of health care and related records may be subject to criminal and/or civil penalties, including any or all of the following:

- Fines up to \$1.5 million per calendar year.

- Jail time.
- Federal HHS Office of Civil Rights enforcement actions.

For entities not subject to HIPAA, [s.134.97\(4\)](#), Wis. Stats., imposes penalties for violations of confidentiality laws. Any provider or provider's business partner who violates Wisconsin confidentiality laws may be subject to fines up to \$1,000 per incident or occurrence.

For more specific information on the penalties for violations related to members' health care records, providers should refer to s. 13410(d) of the HITECH Act, which amends 42 USC s. 1320d-5, and [s. 134.97\(3\)](#), [\(4\)](#) and [146.84](#), Wis. Stats.

Topic #201

## Financial Records

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

Topic #202

## Medical Records

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

Topic #199

## Member Access to Records

Providers are required to allow members access to their health care records, including those related to ForwardHealth services, maintained by a provider in accordance with Wisconsin Statutes, excluding billing statements.

## Fees for Health Care Records

Per [s. 146.83](#), Wis. Stats., providers may charge a fee for providing one set of copies of health care records to members who are enrolled in Wisconsin Medicaid or BadgerCare Plus programs on the date of the records request. This applies regardless of the member's enrollment status on the DOS (dates of service) contained within the health care records.

Per [s. 146.81\(4\)](#), Wis. Stats., health care records are all records related to the health of a patient prepared by, or under the supervision of, a health care provider.

Providers are limited to charging members enrolled in state-funded health care programs 25 percent of the applicable fees for providing one set of copies of the member's health care records.

*Note:* A provider may charge members 100 percent of the applicable fees for providing a second or additional set of copies of the member's health care records.

The DHS (Department of Health Services) adjusts the [amounts](#) a provider may charge for providing copies of a member's health care records yearly per [s. 146.83\(3f\)\(c\)](#), Wis. Stats.

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 s. [137.11\(8\)](#), Wis. Stats., 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 his or her complete name).
- Number (performer may type a number unique to him or her).
- Initials (performer may type initials unique to him or her).

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 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(b).
  - 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(b).
  - Verify that a person or entity seeking access to electronic health information is the one claimed and is authorized to access such information.
  - Record the date, time, patient identification, and user identification when electronic health information is created, modified, accessed, or deleted. An indication of which action(s) occurred and by whom must also be recorded.
  - Use a hashing algorithm with a security strength equal to or greater than SHA-1 (Secure Hash Algorithm 1) as specified by the NIST (National Institute of Standards and Technology) in FIPS PUB 180-3 (October 2008) to verify that electronic health information has not been altered. (Providers unsure whether or not they meet this guideline should contact their IT (Information Technology) and/or security/privacy analyst.)
- Ensure the EHR provides:
  - Nonrepudiation — assurance that the signer cannot deny signing the document in the future.
  - User authentication — verification of the signer's identity at the time the signature was generated.
  - Integrity of electronically signed documents — retention of data so that each record can be authenticated and attributed to the signer.
  - Message integrity — certainty that the document has not been altered since it was signed.
  - Capability to convert electronic documents to paper copy — the paper copy must indicate the name of the individual who electronically signed the form as well as the date electronically signed.
- Ensure electronically signed records created by the EHR have the same back-up and record retention requirements as paper records.

Topic #203

## Preparation and Maintenance of Records

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

Topic #204

## Record Retention

Providers are required to retain documentation, including medical and financial records, for a period of not less than five years from the date of payment, except RHCs (rural health clinics), which are required to retain records for a minimum of six years from the date of payment.

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

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

## Maintaining Confidentiality of Records

Ending participation in a ForwardHealth program does not end a provider's responsibility to protect the confidentiality of health care and related records containing PHI (protected health information).

Providers who no longer participate in a ForwardHealth program are responsible for ensuring that they and their business associates/partners continue to comply with all federal and state laws regarding protecting the confidentiality of members' PHI. Once record retention requirements expire, records must be disposed of in such a manner that they cannot be reconstructed — according to federal and state regulations — in order to avoid penalties. For more information on the proper disposal of records, refer to [Confidentiality and Proper Disposal of Records](#).

All ForwardHealth providers and their business associates/partners who cease practice or go out of business should ensure that they have policies and procedures in place to protect all health care and related records from any unauthorized disclosure and use.

## Reviews and Audits

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

Topic #205

## Records Requests

Requests for billing or medical claim information regarding services reimbursed by Wisconsin Medicaid may come from a variety of individuals including attorneys, insurance adjusters, and members. Providers are required to notify ForwardHealth when releasing billing information or medical claim records relating to charges for covered services except in the following instances:

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

## Request from a Member or Authorized Person

If the request for a member's billing information or medical claim records is from a member or authorized person acting on behalf of a member, the provider is required to do the following:

1. Send a copy of the requested billing information or medical claim records to the requestor.
2. Send a letter containing the following information to ForwardHealth:
  - Member's name.
  - Member's ForwardHealth identification number or SSN (Social Security number), if available.
  - Member's DOB (date of birth).

- DOS (date of service).
- Entity requesting the records, including name, address, and telephone number.

The letter must be sent to the following address:

Wisconsin Casualty Recovery — HMS  
Ste 100  
5615 Highpoint Dr  
Irving TX 75038-9984

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

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

1. Obtain a release signed by the member or authorized representative.
2. Furnish the requested material to the requester, marked "BILLED TO FORWARDHEALTH" or "TO BE BILLED TO FORWARDHEALTH," with a copy of the release signed by the member or authorized representative. Approval from ForwardHealth is not necessary.
3. Send a copy of the material furnished to the requestor, along with a copy of their original request and medical authorization release to:

Wisconsin Casualty Recovery — HMS  
Ste 100  
5615 Highpoint Dr  
Irving TX 75038-9984

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

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

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

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

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

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

Topic #1646

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

Providers are permitted to release member information without informed consent when a written request is made by the DHS

(Department of Health Services) or the federal HHS (Department of Health and Human Services) to perform any function related to program administration, such as auditing, program monitoring, and evaluation.

Providers are authorized under Wisconsin Medicaid confidentiality regulations to report suspected misuse or abuse of program benefits to the DHS, as well as to provide copies of the corresponding patient health care records.

## Ongoing Responsibilities

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Topic #4910

### Accepting New Patients

Dental providers may indicate whether they are accepting new patients, not accepting new patients, or accepting new patients with limitations using the [demographic maintenance tool](#). Providers who indicate they are accepting new patients with limitations may choose one or more of the following options to limit services provided to members:

- Children only.
- Dentures only.
- Emergency services only.
- Nursing home only.
- Oral surgery only.
- Provider home and surrounding counties only.
- Provider home county only.
- Root canal only.

Providers may limit the number of Medicaid and BadgerCare Plus members in any number of ways, including based on certain demographic information, certain days of the week, or certain times of the day. However, providers are prohibited from limiting their acceptance of Medicaid and BadgerCare Plus members in a way that discriminates against a protected class, as defined in federal and state anti-discrimination laws.

The option to indicate practice limits through the Portal is available to dental providers and members as a convenience. Not selecting one of the above options does not impact a provider's ability to limit his or her practice in other acceptable ways.

Topic #220

### Accommodating Members with Disabilities

All providers, including ForwardHealth providers, operating an existing public accommodation have requirements under [Title III of the Americans with Disabilities Act of 1990 \(nondiscrimination\)](#).

Topic #219

### Civil Rights Compliance (Nondiscrimination)

Providers are required to comply with all federal laws relating to Title XIX of the Social Security Act and state laws pertinent to ForwardHealth, including the following:

- Title VI and VII of the Civil Rights Act of 1964.
- The Age Discrimination Act of 1975.
- Section 504 of the Rehabilitation Act of 1973.
- The ADA (Americans with Disabilities Act) of 1990.

The previously listed laws require that all health care benefits under ForwardHealth be provided on a nondiscriminatory basis. No applicant or member can be denied participation in ForwardHealth or be denied benefits or otherwise subjected to discrimination

in any manner under ForwardHealth on the basis of race, color, national origin or ancestry, sex, religion, age, disability, or association with a person with a disability.

Any of the following actions may be considered discriminatory treatment when based on race, color, national origin, disability, or association with a person with a disability:

- Denial of aid, care, services, or other benefits.
- Segregation or separate treatment.
- Restriction in any way of any advantage or privilege received by others. (There are some program restrictions based on eligibility classifications.)
- Treatment different from that given to others in the determination of eligibility.
- Refusing to provide an oral language interpreter to persons who are considered LEP (limited English proficient) at no cost to the LEP individual in order to provide meaningful access.
- Not providing translation of vital documents to the LEP groups who represent five percent or 1,000, whichever is smaller, in the provider's area of service delivery.

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

Providers are required to be in compliance with the previously mentioned laws as they are currently in effect or amended. Providers who employ 25 or more employees and receive \$25,000 or more annually in Medicaid reimbursement are also required to comply with the DHS (Department of Health Services) [Affirmative Action and Civil Rights Compliance Plan](#) requirements. Providers that employ less than 25 employees and receive less than \$25,000 annually in Medicaid reimbursement are required to comply by submitting a Letter of Assurance and other appropriate forms.

Providers without Internet access may obtain copies of the DHS Affirmative Action and Civil Rights Compliance Plan (including the Letter of Assurance and other forms) and instructions by calling the Affirmative Action and Civil Rights Compliance Officer at (608) 266-9372. Providers may also write to the following address:

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

For more information on the acts protecting members from discrimination, refer to the civil rights compliance information in the Enrollment and Benefits booklet. The booklet is given to new ForwardHealth members by local county or tribal agencies. Potential ForwardHealth members can request the booklet by calling [Member Services](#).

## **Title VI of the Civil Rights Act of 1964**

This act requires that all benefits be provided on a nondiscriminatory basis and that decisions regarding the provision of services be made without regard to race, color, or national origin. Under this act, the following actions are prohibited, if made on the basis of race, color, or national origin:

- Denying services, financial aid, or other benefits that are provided as a part of a provider's program.
- Providing services in a manner different from those provided to others under the program.
- Aggregating or separately treating clients.
- Treating individuals differently in eligibility determination or application for services.
- Selecting a site that has the effect of excluding individuals.
- Denying an individual's participation as a member of a planning or advisory board.
- Any other method or criteria of administering a program that has the effect of treating or affecting individuals in a discriminatory manner.

## **Title VII of the Civil Rights Act of 1964**

This act prohibits differential treatment, based solely on a person's race, color, sex, national origin, or religion, in the terms and conditions of employment. These conditions or terms of employment are failure or refusal to hire or discharge compensation and benefits, privileges of employment, segregation, classification, and the establishment of artificial or arbitrary barriers to employment.

## **Federal Rehabilitation Act of 1973, Section 504**

This act prohibits discrimination in both employment and service delivery based solely on a person's disability.

This act requires the provision of reasonable accommodations where the employer or service provider cannot show that the accommodation would impose an undue hardship in the delivery of the services. A reasonable accommodation is a device or service modification that will allow the disabled person to receive a provider's benefits. An undue hardship is a burden on the program that is not equal to the benefits of allowing that handicapped person's participation.

A handicapped person means any person who has a physical or mental impairment that substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment.

In addition, Section 504 requires "program accessibility," which may mean building accessibility, outreach, or other measures that allow for full participation of the handicapped individual. In determining program accessibility, the program or activity will be viewed in its entirety. In choosing a method of meeting accessibility requirements, the provider shall give priority to those methods that offer a person who is disabled services that are provided in the most integrated setting appropriate.

## **Americans with Disabilities Act of 1990**

Under Title III of the ADA (Americans with Disabilities Act) of 1990, any provider that operates an existing public accommodation has four specific requirements:

1. Remove barriers to make his or her goods and services available to and usable by people with disabilities to the extent that it is readily achievable to do so (i.e., to the extent that needed changes can be accomplished without much difficulty or expense).
2. Provide auxiliary aids and services so that people with sensory or cognitive disabilities have access to effective means of communication, unless doing so would fundamentally alter the operation or result in undue burdens.
3. Modify any policies, practices, or procedures that may be discriminatory or have a discriminatory effect, unless doing so would fundamentally alter the nature of the goods, services, facilities, or accommodations.
4. Ensure that there are no unnecessary eligibility criteria that tend to screen out or segregate individuals with disabilities or limit their full and equal enjoyment of the place of public accommodation.

## **Age Discrimination Act of 1975**

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

Topic #198

## **Contracted Staff**

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



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

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

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

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

Topic #216

## Examples of Ongoing Responsibilities

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

- Providing the same level and quality of care to ForwardHealth members as private-pay patients.
- Complying with all state and federal laws related to ForwardHealth.
- Obtaining PA (prior authorization) for services, when required.
- Notifying members in advance if a service is not covered by ForwardHealth and the provider intends to collect payment from the member for the service.
- Maintaining accurate medical and billing records.
- Retaining preparation, maintenance, medical, and financial records, along with other documentation, for a period of not less than five years from the date of payment, except rural health clinic providers who are required to retain records for a minimum of six years from the date of payment.
- Billing only for services that were actually provided.
- Allowing a member access to his or her records.
- Monitoring contracted staff.
- Accepting Medicaid reimbursement as payment in full for covered services.
- Keeping provider information (i.e., address, business name) current.
- Notifying ForwardHealth of changes in ownership.
- Responding to Medicaid revalidation notifications.
- Safeguarding member confidentiality.
- Verifying member enrollment.
- Keeping up-to-date with changes in program requirements as announced in ForwardHealth publications.

Topic #217

## Keeping Information Current

### Changes That Require ForwardHealth Notification

Providers are required to notify ForwardHealth of any changes to their demographic information, including the following, as they occur:

- [Address\(es\)](#) — practice location and related information, mailing, PA (prior authorization), and/or financial.

*Note:* Health care providers who are federally required to have an NPI (National Provider Identifier) are cautioned that changes to their practice location address on file with ForwardHealth may alter their ZIP+4 code information that is required on transactions.

- Business name.
- Contact name.
- Federal Tax ID number (IRS (Internal Revenue Service) number).
- Group affiliation.
- Licensure.
- NPI.
- [Ownership](#).
- Professional certification.
- [Provider specialty](#).
- Supervisor of nonbilling providers.
- [Taxonomy code](#).
- Telephone number, including area code.

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

- Incorrect reimbursement.
- Misdirected payment.
- Claim denial.
- Suspension of payments or cancellation of provider file if provider mail is returned to ForwardHealth for lack of a current address.

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

## Notifying ForwardHealth of Changes

Providers can notify ForwardHealth of changes using the [demographic maintenance tool](#).

## Providers Enrolled in Multiple Programs

If demographic information changes, providers enrolled in multiple programs (e.g., Wisconsin Medicaid and WCDP (Wisconsin Chronic Disease Program)) will need to change the demographic information for each program. By toggling between accounts using the Switch Organization function of the Portal, providers who have a Portal account for each program can change their information for each program using the demographic maintenance tool. The [Account User Guide](#) provides specific information about switching organizations.

## Providers Licensed or Certified by the Division of Quality Assurance

Providers licensed or certified by the DQA (Division of Quality Assurance) are required to notify the DQA of changes to physical address, changes of ownership, and facility closures by emailing [Lisa.Imhof@dhs.wisconsin.gov](mailto:Lisa.Imhof@dhs.wisconsin.gov).

Topic #577

## Legal Framework

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

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

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

The information included in the ForwardHealth Portal applies to BadgerCare Plus, Medicaid, and Wisconsin Well Woman Medicaid. BadgerCare Plus, Medicaid, and Wisconsin Well Woman Medicaid are administered by the DHS (Department of Health Services). Within the DHS, the DHCAA (Division of Health Care Access and Accountability) is directly responsible for managing these programs.

Topic #2837

[Section 447.02](#), Wis. Stats., and [DHS 107.07](#), Wis. Admin. Code provide the legal framework for dental services.

Topic #17097

## Licensure Information

Licensed providers are required to keep all licensure information, including license number, grant and expiration dates, and physical location as applicable (e.g., hospital providers), current with ForwardHealth.

If providers do not keep their licensure information, including their license number, current with ForwardHealth, any of the following may occur:

- Providers' enrollment may be deactivated. As a result, providers would not be able to submit claims or PA (prior authorization) requests or be able to function as [prescribing/referring/ordering providers](#), if applicable, until they update their licensure information.
- Providers may experience a lapse in enrollment. If a lapse occurs, providers may need to re-enroll, which may result in another application fee being assessed.

Providers may change the grant and expiration dates for their current license(s) and enter information for a new license(s), such as the license number, licensing state, and grant and expiration dates, using the [demographic maintenance tool](#). After entering information for their new license(s), some providers (e.g., out-of-state providers) will also be required to upload a copy of their license using the demographic maintenance tool. Provided licensure information must correspond with the information on file with the applicable licensing authority.

In some cases, ForwardHealth will need to verify licensure information with the applicable licensing authority, which may take up to 10 business days after submission. Providers updating their license information should plan accordingly so that they do not experience any of the indicated interruptions in enrollment. If provided licensure information (e.g., grant and expiration dates) does not correspond with the licensing authority's information, the licensing authority's information will be retained and will display in the demographic maintenance tool once verified by ForwardHealth.

Topic #15157

## Recovery Audit Contractor Audits

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

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

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

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

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

## Affected Providers

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

## Additional Information

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

Topic #2836

# Reducing the Number of Missed Appointments

The following suggestions will reduce missed appointments for all patients, including BadgerCare Plus members. When scheduling appointments, providers should explain to members the importance of keeping appointments and the office rules regarding missed appointments. ForwardHealth offers the following suggestions to decrease the "no show" rate:

- Contact the member by telephone or postcard prior to the appointment and remind the member of the time and place of the appointment and the importance of canceling scheduled appointments in advance.
- Require members to verify their appointment by calling the dental office, using the following procedures:
  1. Explain the policy carefully to members when they make appointments.
  2. Send postcards to remind members of their appointments, of the office policy regarding confirming their appointments, and of the need to call immediately to confirm the upcoming appointment.
  3. If members do not call by a given day before their appointment, give the appointment to another patient.
- If the appointment is made through the HealthCheck screening or targeted case management programs, encourage staff from those programs to ensure that scheduled appointments are kept.
- Call the local city/county health department or the HealthCheck Hotline at (800) 722-2295 for information about HealthCheck services in the area. Individual dentists may agree only to accept referrals from HealthCheck providers, such as the local public health agencies and physicians. Some health departments have outreach staff who may be able to assist members in getting to their dental appointments.
- Contact programs and agencies, such as Head Start, sheltered workshops, or human service departments, to develop a referral system. Some of these agencies may assist members in finding transportation and keeping dental appointments.
- If a member needs assistance in obtaining transportation to a medical appointment, encourage the member to call MTM,

Inc. (Medical Transportation Management, Inc.) for NEMT (non-emergency medical transportation). Most Medicaid and BadgerCare Plus members may receive NEMT services through MTM Inc. if they have no other way to receive a ride. Refer to the [NEMT service area](#) for more information.

Topic #13277

## Reporting Suspected Waste, Fraud, and Abuse

The DHS (Department of Health Services) OIG (Office of Inspector General) investigates fraud and abuses including, but not limited to, the following:

- Billing Medicaid for services or equipment that were not provided.
- Submitting false applications for a DHS-funded assistance program such as Medicaid, BadgerCare Plus, WIC (Special Supplemental Nutrition Program for Women, Infants, and Children), or FoodShare.
- Trafficking FoodShare benefits.
- Crime, misconduct, and/or mismanagement by a DHS employee, official, or contractor.

Those who suspect fraudulent activity in Medicaid programs are required to notify the OIG if they have reason to believe that a person is misusing or abusing any DHS health care program or the ForwardHealth identification card.

Section [49.49](#), Wis. Stats., defines actions that represent member misuse or abuse of benefits and the resulting sanctions that may be imposed. Providers are under no obligation to inform the member that they are misusing or abusing their benefits. A provider may not confiscate a ForwardHealth card from a member in question.

## Reporting Suspected Fraud and Abuse

Those who suspect any form of fraud, waste, or abuse of a program by providers, trading partners, billing services, agencies, or recipients of any government assistance program are required to report it. Those reporting allegations of fraud and abuse may remain anonymous. However, not providing contact information may prevent OIG from fully investigating the complaint if questions arise during the review process.

If a provider suspects that someone is committing fraudulent activities or is misusing his or her ForwardHealth card, the provider is required to notify ForwardHealth by one of the following methods:

- Going to the OIG fraud and abuse reporting [Web site](#).
- Calling the DHS fraud and abuse hotline at (877) 865-3432.

The following information is helpful when reporting fraud and abuse:

- A description of the fraud, waste, and/or abuse, including the nature, scope, and timeframe of the activity in question. The description should include sufficient detail for the complaint to be evaluated.
- The names and dates of birth (or approximate ages) of the people involved, as well as the number of occurrences and length of the suspected activity.
- The names and date(s) of other people or agencies to which the activity may have been reported.

After the allegation is received, the DHS OIG will evaluate it and take appropriate action. If the name and contact information of the person reporting the allegation was provided, the OIG may be in contact to verify details or ask for additional information.

# Prescription

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Topic #525

## General Requirements

It is vital that prescribers provide adequate supporting clinical documentation for a pharmacy or other dispensing providers to fill a prescription. Except as otherwise provided in federal or state law, a prescription must be in writing or given orally and later reduced to writing by the provider filling the prescription. The prescription must include the following information:

- The name, strength, and quantity of the drug or item prescribed.
- The service required, if applicable.
- The date of issue of the prescription.
- The prescriber's name and address.
- The member's name and address.
- The prescriber's signature (if the prescriber writes the prescription) and date signed.
- The directions for use of the prescribed drug, item, or service.

## Drug Enforcement Agency Number Audits

All prescriptions for controlled substances must indicate the DEA (Drug Enforcement Agency) number of the prescriber on all prescriptions. DEA numbers are not required on claims or PAs (prior authorizations).

## Members in Hospitals and Nursing Homes

For hospital and nursing home members, prescriptions must be entered into the medical and nursing charts and must include the previously listed information. Prescription orders are valid for no more than one year from the date of the prescription except for controlled substances and prescriber-limited refills that are valid for shorter periods of time.

Topic #2835

## Dentists

Within their scope of practice, dentists may prescribe drugs for BadgerCare Plus members. Before administering or prescribing any Schedule II, III, IV, or V pharmaceutical agents, the provider must also obtain a DEA (Drug Enforcement Administration) certification of registration. Wisconsin Medicaid does not reimburse providers for any charges associated with writing the prescription or for take-home drugs dispensed by a dentist.

Topic #11117

## Opioid Monthly Prescription Fill Limit

[Opioid drugs](#) are limited to five prescription fills per calendar month for BadgerCare Plus Standard Plan, Wisconsin Medicaid, and SeniorCare members.

These limits do not affect members who are in a nursing home or hospice care.

The following drugs will be exempt from the opioid monthly prescription fill limit:

- Suboxone film and tablet.
- Buprenorphine tablet.
- Methadone solution.
- Opioid antitussive liquid.

## Prescriber Responsibilities

If a member enrolled in the Standard Plan, Medicaid, and SeniorCare require more than five opioid prescription fills in a month, the prescriber may request a policy override through the [DAPO \(Drug Authorization and Policy Override\) Center](#). An override is required for each opioid fill that exceeds the five prescription fill limit per calendar month.

When calling the DAPO Center to request a policy override for opioids, the following information must be provided:

- Prescriber's name and NPI (National Provider Identifier).
- Member's name and ID.
- Pharmacy's name and telephone number where the member attempted to have the prescription filled.
- Date the prescription was attempted to be filled.
- Drug name, strength, and quantity.
- Instructions for use.

The DAPO Center will provide information to the prescriber regarding the member's recent medication history.

If the prescriber determines an override is medically necessary, the DAPO Center will record the override, and the prescriber should contact the member and the pharmacy. When contacting the member, the prescriber should use this opportunity to discuss the appropriate use of opioids.

If the prescriber decides that it is not medically necessary to override the opioid monthly prescription fill limit, the prescriber should contact the member and discuss follow-up care. If the override is not given, the prescriber should contact the pharmacy to have the prescription canceled.

## Pharmacy Responsibilities

When pharmacies are contacted by a prescriber and notified that an override is available, the pharmacy should submit the claim for the opioid. Pharmacies are responsible for submitting claims for opioids within three days of the override being obtained by the prescriber. If the pharmacy provider does not submit the claim within the three day time period, the claim will be denied.

*Note:* If the pharmacy provider contacts the DAPO Center to obtain an override, the DAPO Center will inform the pharmacy provider that the prescriber is responsible for obtaining the override.

If a prescriber does not override the opioid monthly prescription fill limit for members enrolled in the Standard Plan, Medicaid, or SeniorCare, the service is considered noncovered.

If a pharmacy has difficulty with claim submission related to the opioid monthly prescription limit, contact the DAPO Center.

## Exceptions

Opioid prescription fill limit exceptions are covered for members enrolled in the Standard Plan, Medicaid, and SeniorCare.

## Schedule III-V drugs



If the prescriber is unavailable, the DAPO Center will grant a 96-hour supply exception to exceed the opioid monthly prescription fill limit for a Schedule III-V drug if the following conditions are met:

- Member is enrolled in the Standard Plan, Medicaid, or SeniorCare.
- The pharmacy attempted to contact the prescriber (or the prescriber's agent) but the prescriber is unavailable (e.g., clinic is closed).
- The pharmacy must document on the prescription order that the prescriber is not available.
- The pharmacist confirmed that dispensing a 96-hour supply is medically necessary.
- A 96-hour supply exception was not previously granted within the current calendar month.

If the prescriber is unavailable and the DAPO Center is closed, then pharmacy providers may dispense a 96 hour supply if the following conditions are met:

- Member is enrolled in the Standard Plan, Medicaid, or SeniorCare.
- The pharmacy attempted to contact the prescriber (or the prescriber's agent), but the prescriber is unavailable (e.g., clinic is closed).
- The pharmacy must document on the prescription order that the prescriber is not available.
- The pharmacist confirmed that dispensing a 96-hour supply is medically necessary.
- A 96-hour supply exception was not previously granted within the current calendar month.

Only one 96-hour supply exception for opioid drugs is allowed per calendar month. Once the DAPO Center is open, the pharmacy must call to obtain the 96-hour supply exception.

The 96-hour supply exception may be retroactive up to five days (i.e., back dated).

If a 96-hour supply exception has already been provided in the same calendar month, the prescription is a noncovered service.

## Schedule II Drugs

If the prescriber is unavailable, the DAPO Center may grant an exception for a Schedule II drug if the following conditions are met:

- Member is enrolled in the Standard Plan, Medicaid, or SeniorCare.
- The pharmacy attempted to contact the prescriber (or the physician's agent), but the prescriber is unavailable (e.g., clinic is closed).
- The pharmacy must document on the prescription order that the prescriber is not available.
- The pharmacist confirmed that it is medically necessary to dispense the drug.
- An exception for Schedule II drugs was not previously granted within the current calendar month.
- The pharmacist may dispense the full quantity indicated on the prescription order.

If the prescriber is unavailable and the DAPO Center is closed, the pharmacy may dispense an exception for a Schedule II drug if the following conditions are met:

- Member is enrolled in the Standard Plan, Medicaid, or SeniorCare.
- The pharmacy attempted to contact the prescriber (or the physician's agent), but the prescriber is unavailable (e.g., clinic is closed).
- The pharmacy documented on the prescription order that the prescriber is not available.
- The pharmacist confirmed that it is medically necessary to dispense the drug.
- The pharmacist may dispense the full quantity indicated on the prescription order.

Pharmacy providers are required to submit a [Noncompound Drug Claim \(F-13072 \(07/12\)\)](#) form, with a [Pharmacy Special Handling Request \(F-13074 \(07/12\)\)](#) form, indicating the following:

- The drug dispensed was a Schedule II drug and the opioid monthly prescription fill limit was exceeded.



- The pharmacy attempted to contact the prescriber (or the physician's agent), but the prescriber is unavailable (e.g., clinic is closed).
- The pharmacist is required to provide justification why it was medically necessary to dispense the Schedule II opioid before discussing with the prescriber an exception to the opioid monthly prescription fill limit.

Only one exception for Schedule II opioid is allowed per calendar month.

If a Schedule II opioid exception has already been provided in the same calendar month, the prescription is a noncovered service.

Topic #523

## Prescriber Information for Drug Prescriptions

Most legend and certain OTC (over-the-counter) drugs are covered. (A legend drug is one whose outside package has the legend or phrase "Caution, federal law prohibits dispensing without a prescription" printed on it.)

Coverage for some drugs may be restricted by one of the following policies:

- PDL (Preferred Drug List).
- PA (prior authorization).
- Brand medically necessary drugs that require PA.
- Diagnosis-restricted drugs.
- Age-restricted and gender-restricted drugs.

Prescribers are encouraged to write prescriptions for drugs that do not have restrictions; however, processes are available to obtain reimbursement for medically necessary drugs that do have restrictions.

For the most current prescription drug information, refer to the [pharmacy data tables](#). Providers may also call [Provider Services](#) for more information.

## Preferred Drug List

Most preferred drugs on the [PDL](#) do not require PA, although these drugs may have other restrictions (e.g., age, diagnosis); non-preferred drugs do require PA. Prescribers are encouraged to write prescriptions for preferred drugs; however, a PA process is available for non-preferred drugs if the drugs are medically necessary. Prescribers are encouraged to try more than one preferred drug, if medically appropriate for the member, before prescribing a non-preferred drug.

## Prescriber Responsibilities for Non-preferred Drugs

Prescribers should determine the ForwardHealth benefit plan in which a member is enrolled before writing a prescription. If a member is enrolled in the BadgerCare Plus Standard Plan, Medicaid, or SeniorCare, prescribers are encouraged to write prescriptions for preferred drugs. Prescribers are encouraged to prescribe more than one preferred drug before a non-preferred drug is prescribed.

If a non-preferred drug or a preferred drug that requires clinical PA is medically necessary for a member, the prescriber is required to complete a PA request for the drug. Prescribers are required to complete the appropriate [PA form](#) and submit it to the pharmacy provider where the prescription will be filled. When completing the PA form, prescribers are reminded to provide a handwritten signature and date on the form. PA request forms may be faxed or mailed to the pharmacy provider, or the member may carry the form with the prescription to the pharmacy provider. The pharmacy provider will use the completed form to submit a PA request to ForwardHealth. The prescriber is required to attest on the form that the member meets the clinical criteria for PA approval. Prescribers should not submit PA forms to ForwardHealth.

Prescribers and pharmacy providers are required to retain a completed copy of the PA form.

## Diagnosis-Restricted Drugs

Prescribers are required to include a diagnosis description on prescriptions for those [drugs that are diagnosis-restricted](#).

## Prescribing Drugs Manufactured by Companies Who Have Not Signed the Rebate Agreement

By federal law, pharmaceutical manufacturers who participate in state Medicaid programs must sign a rebate agreement with the CMS (Centers for Medicare and Medicaid Services). BadgerCare Plus, Medicaid, and SeniorCare will cover legend and specific categories of OTC products of manufacturers who have signed a rebate agreement.

*Note:* SeniorCare does not cover OTC drugs, except insulin.

ForwardHealth has identified [drug manufacturers who have signed the rebate agreement](#). By signing the rebate agreement, the manufacturer agrees to pay ForwardHealth a rebate equal to a percentage of its "sales" to ForwardHealth.

Drugs of companies choosing not to sign the rebate agreement, with few exceptions, are not covered. A Medicaid-enrolled pharmacy can confirm for prescribers whether or not a particular drug manufacturer has signed the agreement.

## Members Enrolled in the BadgerCare Plus Standard Plan, Medicaid, or SeniorCare (Levels 1 and 2a)

BadgerCare Plus, Medicaid, and SeniorCare levels 1 and 2a may cover certain FDA (Food and Drug Administration)-approved legend drugs through the PA process even though the drug manufacturers did not sign rebate agreements.

Prescribers are required to complete the [appropriate section\(s\) of the PA/DGA \(Prior Authorization/Drug Attachment, F-11049 \(10/13\)\)](#) as it pertains to the drug being requested.

Included with the PA, the prescriber is required to submit documentation of medical necessity and cost-effectiveness that the non-rebated drug is the only available and medically appropriate product for treating the member. The documentation must include the following:

- A copy of the medical record or documentation of the medical history detailing the member's medical condition and previous treatment results.
- Documentation by the prescriber that shows why other drug products have been ruled out as ineffective or unsafe for the member's medical condition.
- Documentation by the prescriber that shows why the non-rebated drug is the most appropriate and cost-effective drug to treat the member's medical condition.

If a PA request for a drug without a signed manufacturer rebate is approved, claims for drugs without a signed rebate agreement must be submitted on paper. Providers should complete and submit the [Noncompound Drug Claim \(F-13072 \(07/12\)\)](#) indicating the actual NDC of the drug with the [Pharmacy Special Handling Request \(F-13074 \(07/12\)\)](#) form.

If a PA request for a drug without a signed manufacturer rebate is denied, the service is considered noncovered.

## Members Enrolled in SeniorCare (Levels 2b and 3)

PA is not available for drugs from manufacturers without a separate, signed SeniorCare rebate agreement for members in levels 2b and 3. PA requests submitted for drugs without a separate, signed SeniorCare rebate agreement for members in levels 2b and 3

will be returned to the providers unprocessed and the service will be noncovered. Members do not have appeal rights regarding returned PA requests for noncovered drugs.

## Drug Utilization Review System

The federal OBRA (Omnibus Budget Reconciliation Act of 1990) (42 CFR Parts 456.703 and 456.705) called for a DUR (Drug Utilization Review) program for all Medicaid-covered drugs to improve the quality and cost-effectiveness of member care.

ForwardHealth's prospective DUR system assists pharmacy providers in screening certain drug categories for clinically important potential drug therapy problems before the prescription is dispensed to the member. The DUR system checks the member's entire drug history regardless of where the drug was dispensed or by whom it was prescribed.

Diagnoses from medical claims are used to build a medical profile for each member. The prospective DUR system uses this profile to determine whether or not a prescribed drug may be inappropriate or harmful to the member. It is very important that prescribers provide up-to-date medical diagnosis information about members on medical claims to ensure complete and accurate member profiles, particularly in cases of disease or pregnancy.

*Note:* The prospective DUR system does not dictate which drugs may be dispensed; prescribers and pharmacists must exercise professional judgment.

### Prospective Drug Utilization Review's Impact on Prescribers

If a pharmacist receives an alert, a response is required before the drug can be dispensed to the member. This may require the pharmacist to contact the prescriber for additional information to determine if the prescription should be filled as written, modified, or cancelled. Prescribers should respond to inquiries, such as telephone calls or faxes, related to prescribed drugs from pharmacy providers.

## Drugs with Three-Month Supply Requirement

ForwardHealth has identified a [list of three-month supply drugs](#):

- Certain drugs are required to be dispensed in a three-month supply.
- Additional drugs are allowed to be dispensed in a three-month supply.

### Member Benefits

When it is appropriate for the member's medical condition, a three-month supply of a drug benefits the member in the following ways:

- Aiding compliance in taking prescribed generic, maintenance medications.
- Reducing the cost of member copayments.
- Requiring fewer trips to the pharmacy.
- Allowing the member to obtain a larger quantity of generic, maintenance drugs for chronic conditions (e.g., hypertension).

Prescribers are encouraged to write prescriptions for a three-month supply when appropriate for the member.

### Prescription Quantity

A prescriber is required to indicate the appropriate quantity on the prescription to allow the dispensing provider to dispense the maintenance drug in a three-month supply. For example, if the prescription is written for "Hydrochlorothiazide 25 mg, take one tablet daily," the prescriber is required to indicate a quantity of 90 or 100 tablets on the prescription so the pharmacy provider can dispense a three-month supply. In certain instances, brand name drugs (e.g., oral contraceptives) may be dispensed in a three-month supply.

Pharmacy providers are not required to contact prescribers to request a new prescription for a three-month supply if a prescription has been written as a one-month supply with multiple or as needed (i.e., PRN) refills.

ForwardHealth will not audit or recoup three-month supply claims if a pharmacy provider changes a prescription written as a one-month supply with refills as long as the total quantity dispensed per prescription does not exceed the total quantity authorized by the prescriber.

## Prescription Mail Delivery

Current Wisconsin law permits Wisconsin Medicaid-enrolled retail pharmacies to deliver prescriptions to members via the mail. Wisconsin Medicaid-enrolled retail pharmacies may dispense and mail any prescription or OTC medication to a Medicaid fee-for-service member at no additional cost to the member or Wisconsin Medicaid.

Providers are encouraged to use the mail delivery option if requested by the member, particularly for prescriptions filled for a three-month supply.

## Noncovered Drugs

The following drugs are not covered:

- Drugs that are identified by the FDA as LTE (less-than-effective) or identical, related, or similar to LTE drugs.
- Drugs identified on the Wisconsin Negative Formulary.
- Drugs manufactured by companies who have not signed the rebate agreement.
- Drugs to treat the condition of ED (Erectile Dysfunction). Examples of noncovered drugs for ED are Viagra® and Cialis®.

## SeniorCare

[SeniorCare](#) is a prescription drug assistance program for Wisconsin residents who are 65 years of age or older and meet eligibility criteria. SeniorCare is modeled after Wisconsin Medicaid in terms of drug coverage and reimbursement, although there are a few differences. Unlike Medicaid, SeniorCare does not cover OTC drugs other than insulin.

Topic #4346

## Tamper-Resistant Prescription Pad Requirement

Section 7002(b) of the U.S. Troop Readiness, Veterans' Care, Katrina Recovery, and Iraq Accountability Appropriations Act of 2007 imposed a requirement on prescriptions paid for by Medicaid, SeniorCare, or BadgerCare fee-for-service. The law requires that all written or computer-generated prescriptions that are given to a patient to take to a pharmacy must be written or printed on tamper-resistant prescription pads or tamper-resistant computer paper. This requirement applies to prescriptions for both controlled and noncontrolled substances.

All other Medicaid policies and procedures regarding prescriptions continue to apply.

## Required Features for Tamper-Resistant Prescription Pads or Computer Paper

To be considered tamper-resistant, federal law requires that prescription pads/paper contain all three of the following characteristics:

- One or more industry-recognized features designed to prevent unauthorized copying of a completed or blank prescription

form.

- One or more industry-recognized features designed to prevent the erasure or modification of information written on the prescription by the prescriber.
- One or more industry-recognized features designed to prevent the use of counterfeit prescription forms.

## **Exclusions to Tamper-Resistant Prescription Pad Requirement**

The following are exclusions to the tamper-resistant prescription pad requirement:

- Prescriptions faxed directly from the prescriber to the pharmacy.
- Prescriptions electronically transmitted directly from the prescriber to the pharmacy.
- Prescriptions telephoned directly from the prescriber to the pharmacy.
- Prescriptions provided to members in nursing facilities, ICF/IIDs (Intermediate Care Facilities for Individuals with Intellectual Disabilities), and other specified institutional and clinical settings to the extent that drugs are part of their overall rate. However, written prescriptions filled by a pharmacy outside the walls of the facility are subject to the tamper-resistant requirement.

## **72-Hour Grace Period**

Prescriptions presented by patients on non-tamper-resistant pads or paper may be dispensed and considered compliant if the pharmacy receives a compliant prescription order within 72 hours.

## **Coordination of Benefits**

The federal law imposing these new requirements applies even when ForwardHealth is the secondary payer.

## **Retroactive ForwardHealth Eligibility**

If a patient becomes retroactively eligible for ForwardHealth, the federal law presumes that prescriptions retroactively dispensed were compliant. However, prospective refills will require a tamper-resistant prescription.

## **Penalty for Noncompliance**

Payment made to the pharmacy for a claim corresponding to a noncompliant order may be recouped, in full, by Wisconsin Medicaid.

# Provider Enrollment

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Topic #899

## CLIA Certification or Waiver

Congress implemented CLIA (Clinical Laboratory Improvement Amendment) to improve the quality and safety of laboratory services. CLIA requires *all* laboratories and providers that perform tests (including waived tests) for health assessment or for the diagnosis, prevention, or treatment of disease or health impairment to comply with specific federal quality standards. This requirement applies even if only a single test is being performed.

## CLIA Enrollment

The federal CMS (Centers for Medicare and Medicaid Services) sends CLIA enrollment information to ForwardHealth. The enrollment information includes CLIA identification numbers for all current laboratory sites. ForwardHealth verifies that laboratories are CLIA certified before Medicaid grants enrollment.

## CLIA Regulations

ForwardHealth complies with the following federal regulations as initially published and subsequently updated:

- Public Health Service Clinical Laboratory Improvement Amendments of 1988.
- Title 42 CFR Part 493, Laboratory Requirements.

## Scope of CLIA

CLIA governs all laboratory operations including the following:

- Accreditation.
- Certification.
- Fees.
- Patient test management.
- Personnel qualifications.
- Proficiency testing.
- Quality assurance.
- Quality control.
- Records and information systems.
- Sanctions.
- Test methods, equipment, instrumentation, reagents, materials, supplies.
- Tests performed.

CLIA regulations apply to *all* providers who perform CLIA-monitored laboratory services, including, but not limited to, the following:

- Clinics.
- HealthCheck providers.
- Independent clinical laboratories.
- Nurse midwives.
- Nurse practitioners.

- Osteopaths.
- Physician assistants.
- Physicians.
- Rural health clinics.

## CLIA Certification Types

The CMS regulations require providers to have a CLIA certificate that indicates the laboratory is qualified to perform a category of tests.

Clinics or groups with a single group billing certification, but multiple CLIA numbers for different laboratories, may wish to contact [Provider Services](#) to discuss various certification options. There are five types of CLIA certificates as defined by CMS:

1. *Certificate of Waiver*. This certificate is issued to a laboratory to perform only waived tests. The CMS Web site identifies the most current list of [waived procedures](#). BadgerCare Plus identifies allowable waived procedures in [maximum allowable fee schedules](#).
2. *Certificate for Provider-Performed Microscopy Procedures (PPMP)*. This certificate is issued to a laboratory in which a physician, mid-level practitioner, or dentist performs no tests other than the microscopy procedures. This certificate permits the laboratory to also perform waived tests. The CMS Web site identifies the most current list of [CLIA-allowable provider-performed microscopy procedures](#). BadgerCare Plus identifies allowable provider-performed microscopy procedures in fee schedules.
3. *Certificate of Registration*. This certificate is issued to a laboratory and enables the entity to conduct moderate- or high-complexity laboratory testing, or both, until the entity is determined by survey to be in compliance with CLIA regulations.
4. *Certificate of Compliance*. This certificate is issued to a laboratory after an inspection that finds the laboratory to be in compliance with all applicable CLIA requirements.
5. *Certificate of Accreditation*. This is a certificate that is issued to a laboratory on the basis of the laboratory's accreditation by an accreditation organization approved by CMS. The six major approved accreditation organizations are:
  - The Joint Commission.
  - CAP (College of American Pathologists).
  - COLA.
  - American Osteopathic Association.
  - American Association of Blood Banks.
  - ASHI (American Society of Histocompatibility and Immunogenetics).

## Applying for CLIA Certification

Use the CMS 116 CLIA application to apply for program certificates. Providers may obtain CMS 116 forms from the [CMS Web site](#) or from the following address:

Division of Quality Assurance  
Clinical Laboratory Section  
1 W Wilson St  
PO Box 2969  
Madison WI 53701-2969

## Providers Required to Report Changes

Providers are required to notify Provider Enrollment within 30 days of any change(s) in ownership, name, location, or director. Also, providers are required to notify Provider Enrollment of changes in CLIA certificate types immediately and within six months when a specialty/subspecialty is added or deleted.

Providers may notify Provider Enrollment of changes by uploading supporting documentation using the [demographic maintenance](#)

[tool](#) or by mailing supporting documentation to the following address:

Wisconsin Medicaid  
 Provider Enrollment  
 313 Blettner Blvd  
 Madison WI 53784

If a provider has a new certificate type to add to its certification information on file with ForwardHealth, the provider should upload or mail a copy of the new certificate. When a provider sends ForwardHealth a copy of a new CLIA certificate, the effective date on the certificate will become the effective date for CLIA certification on file with ForwardHealth.

Topic #3969

## Categories of Enrollment

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

- Billing/rendering provider.
- Rendering-only provider.
- Billing-only provider (including group billing).

Providers should refer to the service-specific information in the Online Handbook or the Information for Specific Provider Types page on the [Provider Enrollment Information home page](#) to identify which category of enrollment is applicable.

### Billing/Rendering Provider

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

### Rendering-Only Provider

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

### Billing-Only Provider (Including Group Billing)

Enrollment as a billing-only provider is given to certain provider types when a separate rendering provider is required on claims.

#### Group Billing

Groups of individual practitioners are enrolled as billing-only providers as an accounting convenience. This allows the group to receive one reimbursement, one RA (Remittance Advice), and the 835 (835 Health Care Claim Payment/Advice) transaction for covered services rendered by individual practitioners within the group.

Providers may not have more than one group practice enrolled in Wisconsin Medicaid with the same ZIP+4 code address, NPI (National Provider Identifier), and taxonomy code combination. Provider group practices located at the same ZIP+4 code address are required to differentiate their enrollment using an NPI or taxonomy code that uniquely identifies each group practice.



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

Topic #2840

## Dental Hygienists

Dental hygienists may be separately enrolled in Wisconsin Medicaid, according to [DHS 105.01\(5m\)](#) and [105.06\(2\)](#), Wis. Admin. Code.

*Note:* Medicaid enrollment for dental hygienists is optional. Dental hygienists who operate under a Medicaid-enrolled dentist's written or oral prescription may continue to provide services under that dentist's Medicaid billing provider number, as they currently do, without becoming individually enrolled.

### Enrollment Requirements

Dental hygienists must be licensed by the Wisconsin DSPS (Department of Safety and Professional Services) and operate within their scope of practice as defined by DSPS regulations. To be separately enrolled in Wisconsin Medicaid, dental hygienists are required to meet *all* of the following requirements:

- Be licensed to practice dental hygiene pursuant to [s. 447.04\(2\)](#), Wis. Stats.
- Operate within the scope of dental hygiene as defined under [s. 447.01\(3\)](#) and [s. 447.06](#), Wis. Stats.

Individual providers within dental services groups are required to be Medicaid-enrolled (except for dental hygienists) because they are required to identify the performing provider number of the individual provider who performed the service on claims.

Dental hygienists who would like to obtain Medicaid enrollment may complete an [enrollment application](#).

Within the enrollment application, providers should select the "Dental Provider" provider type and the "Dental Hygienist" provider specialty.

### Practice Settings

For a dental hygienist employed or contracted by a public health entity, the presence, authorization, or prescription of a dentist is *not* required to provide dental hygiene or perform remediable procedures (i.e., prophylaxis, topical application of fluoride, and sealants). Public health entities are described in [s. 447.06\(2\)\(a\)2](#), [447.06\(2\)\(a\)3](#), or [447.06\(2\)\(a\)5](#), Wis. Stats. as:

- A school board of a public school or a governing body of a private school.
- A school for the education of dentists or dental hygienists.
- A local health department, as defined in [s. 250.01\(4\)](#), Wis. Stats.

[Sections 447.06\(2\)\(b\)](#) and [447.06\(2\)\(c\)](#), Wis. Stats. specify requirements for when a dentist's presence, authorization, or prescription is required for a hygienist employed or contracted with any other entity. Other entities include the following:

- Dental offices.
- Facilities (e.g., a hospital or hospice).
- Charitable institutions.
- Non-profit home health care agencies.
- Non-profit dental care programs serving primarily indigent, economically disadvantaged, or migrant worker populations.

Providers are reminded that dental hygienists operating in any setting who meet the enrollment criteria are eligible for Medicaid

enrollment.

## Medicaid Requirements for Dental Hygienists Employed or Contracted by a Public Health Entity

Medicaid-enrolled dental hygienists employed or contracted by one of the previously listed public health entities are required to maintain additional documentation when providing sealants to receive Medicaid reimbursement.

### Documentation Requirements

In addition to following [documentation requirements](#) for all Medicaid-enrolled providers, dental hygienists *and* the public health entities for which they work are required to maintain written documentation of all the following:

- The relationship between the dental hygienist and the public health entity.
- Any referral of a member who has a condition that cannot be treated within the dental hygienist's scope of practice to any entity that is under the supervision of a licensed dentist (e.g., private dental practice or a FQHC (federally qualified health center) that provides dental services).
- Any consultations made with a licensed dentist.
- Notifications made to the contract agency, as stated previously.

Topic #2839

## Dentists

To be eligible for enrollment in Wisconsin Medicaid, dentists practicing in the state of Wisconsin are required to maintain an active license with the state Dental Examining Board according to section [447.05](#), Wis. Stats. Dentists practicing outside the state of Wisconsin who provide services to BadgerCare Plus members must be licensed by the Dental Examining Board in their own state.

During the enrollment process, Wisconsin Medicaid asks dental providers to identify one of the following practice specialties:

- Endodontics.
- General practice.
- Oral pathology.
- Oral surgery.
- Orthodontics.
- Pediatric dentistry.
- Periodontics.
- Prosthodontics.

### Oral Surgery Billing

Dental providers who choose the oral surgery or oral pathology specialty use the American Medical Association's CPT (Current Procedural Terminology) procedure codes for billing most oral surgeries. Dental providers with all other specialties use the ADA (American Dental Association) CDT (Current Dental Terminology) procedure codes for billing most oral surgeries. Dentists who want different oral surgery billing than assigned to their specialty must complete a form requesting a change.

### M.D./D.D.S.

When a provider is licensed as both a D.D.S. and M.D., Wisconsin Medicaid encourages the provider to be enrolled as a dentist with an oral surgery specialty.

Topic #14137

# Enrollment Requirements Due to the Affordable Care Act

In 2010, the federal government signed into law the ACA (Affordable Care Act), also known as federal health care reform, which affects several aspects of Wisconsin health care. ForwardHealth has been working toward ACA compliance by implementing some new requirements for providers and provider screening processes. To meet federally mandated requirements, ForwardHealth is implementing changes in phases, the first of which began in 2012. A high-level list of the changes included under ACA is as follows:

- Providers are assigned a risk level of limited, moderate, or high. Most of the risk levels have been established by the CMS (Centers for Medicare and Medicaid Services) based on an assessment of potential fraud, waste, and abuse for each provider type.
- Providers are screened according to their assigned risk level. Screenings are conducted during enrollment, reenrollment, and revalidation.
- Certain provider types are subject to an enrollment application fee. This fee has been federally mandated and may be adjusted annually. The fee is used to offset the cost of conducting screening activities.
- During the enrollment process, providers are required to provide additional information for persons with an ownership or controlling interest, managing employees, and agents. "Persons" in this instance may mean a person or a corporation.
- Providers are required to undergo revalidation every three years.
- Ordering and referring physicians or other professionals are required to be enrolled as a participating Medicaid provider.
- Payment suspensions are imposed on providers based on a credible allegation of fraud.

## ForwardHealth Implementation of Affordable Care Act Requirements to Date

### Provider Screenings

Wisconsin Medicaid screens all enrolling providers to accommodate the ACA limited risk level screening requirements. For information regarding the screening activities for each risk level, providers should refer to the [Risk Level Classification by Provider Type Provider Enrollment page](#).

These screening activities are conducted on applicants, providers, and any person with an ownership or controlling interest or who is an agent or managing employee of the provider at the time of enrollment, on a monthly basis for enrolled providers, and at revalidation.

ForwardHealth will deny enrollment or terminate the enrollment of any provider where the provider or any person with a five percent or greater direct or indirect ownership interest in the provider has been convicted of a criminal offense related to that person's involvement with the Medicare, Medicaid, or Title XXI program in the last 10 years or if invalid licensure information is found.

### Additional Information Needed During Provider Enrollment

ForwardHealth collects some personal data information from persons with an ownership or controlling interest, agents, and managing employees. ForwardHealth will only use the provided information for provider enrollment. All information provided will be protected under the HIPAA (Health Insurance Portability and Accountability Act of 1996) privacy rule.

Providers are required to submit the following information at the time of enrollment and revalidation for their individual owners with a controlling interest:

- First and last name.
- Provider's SSNs (Social Security numbers).
- Dates of birth.
- Street address, city, state, and ZIP+4 code.

Providers are required to submit the following information at the time of enrollment and revalidation for their organizational owners with controlling interest:

- Legal business name.
- Tax identification number.
- Business street address, city, state, ZIP+4 code.

Providers are required to submit the following information at the time of enrollment and revalidation for their managing employees and agents:

- First and last name.
- Employees' and agents' SSNs.
- Dates of birth.
- Street address, city, state, and ZIP+4 code.

Topic #193

## Materials for New Providers

On an ongoing basis, providers should refer to the Online Handbook for the most current BadgerCare Plus, Medicaid, and ADAP (Wisconsin AIDS Drug Assistance Program) information. Future changes to policies and procedures are published in *ForwardHealth Updates*. Updates are available for viewing and downloading on the [ForwardHealth Publications page](#).

Topic #4457

## Provider Addresses

ForwardHealth has the capability to store the following types of addresses and contact information:

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

Providers may submit additional address information or modify their current information using the [demographic maintenance tool](#).

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

Topic #14157

# Provider Enrollment Information Home Page

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

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

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

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

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

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

Topic #1931

## Provider Type and Specialty Changes

### Provider Type

Providers who want to add a provider type or change their current provider type are required to complete a new [enrollment application](#) for each provider type they want to add or change to because they need to meet the enrollment criteria for each provider type.

### Provider Specialty

Providers who have the option to add or change a provider specialty can do so using the [demographic maintenance tool](#). After adding or changing a specialty, providers may be required to submit documentation to ForwardHealth, either by uploading through the demographic maintenance tool or by mail, supporting the addition or change.

Providers should contact [Provider Services](#) with any questions about adding or changing a specialty.

Topic #14317

## Terminology to Know for Provider Enrollment

Due to the ACA (Affordable Care Act), ForwardHealth has adopted new terminology. The following table includes new terminology that will be useful to providers during the provider enrollment and revalidation processes. Providers may refer to the Medicaid rule 42 CFR s. 455.101 for more information.

| New Terminology                              | Definition  |
|--|---|
| Agent  | Any person who has been delegated the authority to obligate or act on behalf of a provider.   |
| Disclosing entity                            | A Medicaid provider (other than an individual practitioner or group of practitioners) or a fiscal agent.  |
| Federal health care programs                 | Federal health care programs include Medicare, Medicaid, Title XX, and Title XXI.   |
| Other disclosing agent                       | Any other Medicaid disclosing entity and any entity that does not participate in Medicaid but is required to disclose certain ownership and control information because of participation in any of the programs established under Title V, XVII, or XX of the Act. This includes: <ul style="list-style-type: none"> <li>Any hospital, skilled nursing facility, home health agency, independent clinical laboratory, renal disease facility, rural health clinic, or HMO that participates in Medicare (Title XVIII).</li> <li>Any Medicare intermediary or carrier.</li> <li>Any entity (other than an individual practitioner or group of practitioners) that furnishes, or arranges for the furnishing of, health-related services for which it claims payment under any plan or program established under Title V or XX of the Act.</li> </ul>                             |
| Indirect ownership                           | An ownership interest in an entity that has an ownership interest in the disclosing entity. This term includes an ownership interest in any entity that has an indirect ownership in the disclosing entity.   |
| Managing employee                            | A general manager, business manager, administrator, director, or other individual who exercises operational or managerial control over, or who directly or indirectly conducts the day-to-day operation of an institution, organization, or agency.   |
| Ownership interest                           | The possession of equity in the capital, the stock, or the profits of the disclosing entity.  |
| Person with an ownership or control interest | A person or corporation for which one or more of the following applies: <ul style="list-style-type: none"> <li>Has an ownership interest totaling five percent or more in a disclosing entity.</li> <li>Has an indirect ownership interest equal to five percent or more in a disclosing entity.</li> <li>Has a combination of direct and indirect ownership interest equal to five percent or more in a disclosing entity.</li> <li>Owns an interest of five percent or more in any mortgage, deed of trust, note, or other obligation secured by the disclosing entity if that interest equals at least five percent of the value of the property or asset of the disclosing entity.</li> <li>Is an officer or director of a disclosing entity that is organized as a corporation.</li> <li>Is a person in a disclosing entity that is organized as a partnership.</li> </ul> |
| Subcontractor                                | <ul style="list-style-type: none"> <li>An individual, agency, or organization to which a disclosing entity has contracted or delegated some of its management functions or responsibilities of providing medical care to its patients; or,</li> <li>An individual, agency, or organization with which a fiscal agent has entered into a contract, agreement, purchase order, or lease (or leases of real property) to obtain space, supplies, equipment, or services provided under the Medicaid agreement.</li> </ul>  |
| Re-enrollment                                | Re-enrollment of a provider whose Medicaid enrollment has ended for any reason other than sanctions or failure to revalidate may be re-enrolled as long as all licensure and enrollment requirements are met. Providers should note that when they re-enroll, application fees and screening activities may apply. Re-enrollment was formerly known as re-instate.  |
| Revalidation                                 | All enrolled providers are required to revalidate their enrollment information every three years to continue  |

their participation with Wisconsin Medicaid. Revalidation was formerly known as recertification.

*Note:* Providers should note that the CMS (Centers for Medicare and Medicaid Services) requires revalidation at least every five years. However, Wisconsin Medicaid will continue to revalidate providers every three years.

## Provider Numbers

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Topic #3421

## Provider Identification

### Health Care Providers

Health care providers are required to indicate an NPI (National Provider Identifier) on enrollment applications and electronic and paper transactions submitted to ForwardHealth.

The NPI is a 10-digit number obtained through the NPPES (National Plan and Provider Enumeration System).

Providers should ensure that they have obtained an appropriate NPI prior to beginning their enrollment application. There are two kinds of NPIs:

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

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

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

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

### Non-healthcare Providers

Non-healthcare providers, such as SMV (specialized medical vehicle) providers, personal care agencies, and blood banks, are exempt from federal NPI requirements. Providers exempt from federal NPI requirements are assigned a Medicaid provider number once their enrollment application is accepted; they are required to indicate this Medicaid provider number on electronic and paper transactions submitted to ForwardHealth.

Topic #5096

## Taxonomy Codes

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

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



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

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

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

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

Topic #5097

## ZIP Code

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

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

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

## Provider Rights

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Topic #208

### A Comprehensive Overview of Provider Rights

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

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

Topic #207

### Ending Participation

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

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

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

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

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

Wisconsin Medicaid  
 Provider Enrollment  
 313 Blettner Blvd  
 Madison WI 53784

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

Topic #209

### Hearing Requests

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

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

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

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

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

Topic #210

## Limiting the Number of Members

If providers choose to limit the number of members they see, they cannot accept a member as a private-pay patient. Providers should instead refer the member to another ForwardHealth provider.

Persons applying for or receiving benefits are protected against discrimination based on race, color, national origin, sex, religion, age, disability, or association with a person with a disability.

Topic #206

## Requesting Discretionary Waivers and Variances

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

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

### Requirements

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

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

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

### Application

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

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

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

Division of Health Care Access and Accountability  
Waivers and Variances  
PO Box 309  
Madison WI 53701-0309

## Sanctions

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Topic #211

### Intermediate Sanctions

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

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

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

Any sanction imposed by the DHS may be appealed by the provider under DHS 106.12, Wis. Admin. Code. Providers may appeal a sanction by writing to the DHA (Division of Hearings and Appeals).

Topic #212

### Involuntary Termination

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

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

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

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

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

Topic #213

### Sanctions for Collecting Payment from Members

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

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

Topic #214

## Withholding Payments

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

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

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

# Reimbursement

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Archive Date:07/01/2016

## Reimbursement:Amounts

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Topic #258

### Acceptance of Payment

The amounts allowed as payment for covered services must be accepted as payment in full. Therefore, total payment for the service (i.e., any amount paid by other health insurance sources, any BadgerCare Plus or Medicaid copayment or spenddown amounts paid by the member, and any amount paid by BadgerCare Plus, Medicaid, or ADAP (Wisconsin AIDS Drug Assistance Program)) may not exceed the allowed amount. As a result, providers may not collect payment from a member, or authorized person acting on behalf of the member, for the difference between their usual and customary charge and the allowed amount for a service (i.e., balance billing).

Other health insurance payments may exceed the allowed amount if no additional payment is received from the member or BadgerCare Plus, Medicaid, or ADAP.

Topic #694

### Billing Service and Clearinghouse Contracts

According to [DHS 106.03\(5\)\(c\)2](#), Wis. Admin. Code, contracts with outside billing services or clearinghouses may not be based on commission in which compensation for the service is dependent on reimbursement from BadgerCare Plus. This means compensation must be unrelated, directly or indirectly, to the amount of reimbursement or the number of claims and is not dependent upon the actual collection of payment.

Topic #8117

### Electronic Funds Transfer

EFT (electronic funds transfer) allows ForwardHealth to directly deposit payments into a provider's designated bank account for a more efficient delivery of payments than the current process of mailing paper checks. EFT is secure, eliminates paper, and reduces the uncertainty of possible delays in mail delivery.

Only in-state and border-status providers who submit claims and MCOs (managed care organizations) are eligible to receive EFT payments.

### Provider Exceptions

EFT payments are not available to the following providers:

- In-state emergency providers.
- Out-of-state providers.
- Out-of-country providers.
- SMV (specialized medical vehicle) providers during their provisional enrollment period.

### Enrolling in Electronic Funds Transfer



A ForwardHealth Portal account is required to enroll into EFT as all enrollments must be completed via a secure Provider Portal account or a secure MCO Portal account. Paper enrollments are not accepted. A separate EFT enrollment is required for each financial payer a provider bills.

Providers who do not have a Portal account may [Request Portal Access](#) online. Providers may also call the [Portal Helpdesk](#) for assistance in requesting a Portal account.

The following guidelines apply to EFT enrollment:

- Only a Portal Administrator or a clerk that has been assigned the "EFT" role on the Portal may complete the EFT enrollment information.
- Organizations cannot revert back to receiving paper checks once enrolled in EFT.
- Organizations may change their EFT information at any time.
- Organizations will continue to receive their Remittance Advice as they do currently.

Refer to the Electronic Funds Transfer User Guide on the [Portal User Guides page](#) of the Portal for instructions and more information about EFT enrollment.

Providers will continue to receive payment via paper check until the enrollment process moves into "Active" status and the provider's ForwardHealth EFT enrollment is considered complete.

## Recoupment and Reversals

Enrollment in EFT does not change the current process of recouping funds. Overpayments and recoupment of funds will continue to be conducted through the reduction of payments.

*Note:* Enrolling in EFT does not authorize ForwardHealth to make unauthorized debits to the provider's EFT account; however, in some instances an EFT reversal of payment may be necessary. For example, if the system generates a payment twice or the amount entered manually consists of an incorrect value (e.g., a decimal point is omitted creating a \$50,000 keyed value for a \$500 claim), a reversal will take place to correct the error and resend the correct transaction value. ForwardHealth will notify the designated EFT contact person of an EFT reversal if a payment is made in error due to a system processing or manual data entry error.

## Problem Resolution

If payment is not deposited into the designated EFT account according to the ForwardHealth payment cycle, providers should first check with their financial institution to confirm the payment was received. If the payment was not received, providers should then call [Provider Services](#) to resolve the issue and payment by paper check will be reinstated until the matter has been resolved.

Topic #897

## Fee Schedules

[Maximum allowable fee](#) information is available on the ForwardHealth Portal in the following forms:

- Interactive fee schedule.
- Downloadable fee schedule in TXT (text) files.

Certain fee schedules are interactive. Interactive fee schedules provide coverage information as well as maximum allowable fees for all reimbursable procedure codes. The downloadable TXT files are free of charge and provide basic maximum allowable fee information for BadgerCare Plus by provider service area.

A provider may request a paper copy of a fee schedule by calling [Provider Services](#).

Providers may call Provider Services in the following cases:

- Internet access is not available.
- There is uncertainty as to which fee schedule should be used.
- The appropriate fee schedule cannot be found on the Portal.
- To determine coverage or maximum allowable fee of procedure codes not appearing on a fee schedule.

Topic #260

## Maximum Allowable Fees

Maximum allowable fees are established for most covered services. Maximum allowable fees are based on various factors, including a review of usual and customary charges submitted, the Wisconsin State Legislature's Medicaid budgetary constraints, and other relevant economic limitations. Maximum allowable fees may be adjusted to reflect reimbursement limits or limits on the availability of federal funding as specified in federal law.

Providers are reimbursed at the lesser of their billed amount and the maximum allowable fee for the procedure.

Topic #649

## Maximum Daily Reimbursement

ForwardHealth reimbursement for services performed on the same DOS (date of service) for the same member by the same rendering provider is limited to \$2,331.37 for services rendered by the following providers:

- Anesthesiologists.
- Anesthesiologist Assistants.
- Certified Registered Nurse Anesthetists.
- Dentists.
- Nurse Midwives.
- Nurse Practitioners.
- Oral Surgeons.
- Physician Assistants.
- Physicians.
- Podiatrists.

The maximum daily reimbursement amount does not apply to physician-administered drugs and DME (durable medical equipment).

ForwardHealth remittance information will indicate when the maximum daily reimbursement amount has been met.

## Requests to Exceed Maximum Daily Reimbursement Limit

Providers may request additional reimbursement to exceed the maximum daily reimbursement limit when both of the following criteria are met:

1. A surgery exceeds 6 hours or anesthesia exceeds 7.5 hours.
2. The Medicaid-allowed amount for the services meets or exceeds the maximum daily reimbursement limit.

## Submitting Supporting Documentation

To request reimbursement in excess of the maximum daily reimbursement limit, providers are required to submit the following information on the claim:

- In the Notes field, indicate "request for additional reimbursement for surgery in excess of 6 hours," or "request for additional reimbursement for anesthesia services in excess of 7.5 hours."
- Attach supporting documentation to the claim that clearly indicates the length of the surgery or the length of the anesthesia services, such as a post-operative report.

Providers are reminded of the following options for providing supporting documentation along with a claim:

- On paper with supporting documentation submitted on paper.
- Electronically using DDE (Direct Data Entry) through the Portal, PES (Provider Electronic Solutions) transactions, or 837 Health Care Claim electronic transactions. For more information, refer to the [Portal User Guides](#), the [PES User Manual](#), or the [ForwardHealth Companion Guides](#).
- Electronically with an indication that supporting documentation will be submitted separately on paper. For more information, refer to the [ForwardHealth Companion Guides](#).

Topic #2885

## Maximum Daily Reimbursement for Dentists

ForwardHealth's maximum daily reimbursement limit applies to the following dental services provided to a single member on a single day:

- All radiographs.
- Selected oral surgery emergency services.
- All dental services.

## Collecting Payment From Members

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Topic #227

### Conditions That Must Be Met

A member may request a noncovered service, a covered service for which PA (prior authorization) was denied (or modified), or a service that is not covered under the member's limited benefit category. The charge for the service may be collected from the member if the following conditions are met *prior* to the delivery of that service:

- The member accepts responsibility for payment.
- The provider and member make payment arrangements for the service.

Providers are strongly encouraged to obtain a *written* statement in advance documenting that the member has accepted responsibility for the payment of the service.

Furthermore, the service must be separate or distinct from a related, covered service. For example, a vision provider may provide a member with eyeglasses but then, upon the member's request, provide and charge the member for anti-glare coating, which is a noncovered service. Charging the member is permissible in this situation because the anti-glare coating is a separate service and can be added to the lenses at a later time.

Topic #538

### Cost Sharing

According to federal regulations, providers cannot hold a member responsible for any commercial or Medicare cost-sharing amount such as coinsurance, copayment, or deductible. Therefore, a provider may not collect payment from a member, or authorized person acting on behalf of the member, for copayments required by other health insurance sources. Instead, the provider should collect from the member *only* the Medicaid or BadgerCare Plus copayment amount indicated on the member's remittance information.

Topic #224

### Situations When Member Payment Is Allowed

Providers may not collect payment from a member, or authorized person acting on behalf of the member, *except* for the following:

- Required member [copayments](#) for certain services.
- Commercial insurance payments made to the member.
- [Spendedown](#).
- Charges for a [private room](#) in a nursing home or hospital.
- Noncovered services if certain conditions are met.
- Covered services for which PA (prior authorization) was denied (or an originally requested service for which a PA request was modified) if certain conditions are met. These services are treated as noncovered services.
- Services provided to a member in a limited benefit category when the services are not covered under the limited benefit and if certain conditions are met.

If a provider inappropriately collects payment from a member, or authorized person acting on behalf of the member, that provider

may be subject to program sanctions including termination of Medicaid enrollment.

# Copayment

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Topic #2827

## Amounts

### Standard Plan and Medicaid

Copayment amounts for dental services are determined per procedure code and correspond to the maximum allowable fee for the procedure code. Providers should use the following chart and their [maximum allowable fee schedule](#) to determine copayment amounts.

| Medicaid Reimbursement (per procedure code) | Copayment |
|---|-----------|
| Up to \$10.00                               | \$0.50    |
| From \$10.01 to \$25.00                     | \$1.00    |
| From \$25.01 to \$50.00                     | \$2.00    |
| Over \$50.00                                | \$3.00    |

The copayment for most CPT (Current Procedural Terminology) oral surgery services is \$3.00.

Topic #231

## Exemptions

### Medicaid and BadgerCare Plus Copayment Exemptions

According to [DHS 104.01\(12\)\(a\)](#), Wis. Admin. Code, and [42 CFR \(Code of Federal Regulations\) s. 447.56](#), providers are prohibited from collecting any copayments from the following Medicaid and BadgerCare Plus members:

- Children in a mandatory coverage category. In Wisconsin, this includes the following:
  - Children in foster care, regardless of age.
  - Children in adoption assistance, regardless of age.
  - Children younger than age 1 year with household income up to 150 percent of the FPL (Federal Poverty Level).
  - Children ages 1 through 5 years with household income up to 185 percent of the FPL.
  - Children ages 6 through 18 years with household incomes at or below 133 percent of the FPL.
- Children in the Katie Beckett program, regardless of age.
- Children who are American Indian or Alaskan Natives who are enrolled in the state's CHIP (Children's Health Insurance Program). (*Note:* Wisconsin's Enrollment Verification System [EVS] will identify these children as exempt from copayment.)
- American Indians or Alaskan Natives, regardless of age or income level, who are receiving or have ever received items and services either directly from an Indian health care provider or through referral under contract health services. (*Note:* Until further notice, Wisconsin Medicaid and BadgerCare Plus will apply this exemption policy for *all* services regardless of whether a tribal health care provider or a contracted entity provides the service. Providers may not collect copayment from any individual identified in the EVS as an American Indian or Alaskan Native.)
- Terminally ill individuals receiving hospice care.
- Nursing home residents.
- Members enrolled in Wisconsin Well Woman Medicaid.

- Individuals eligible through EE (Express Enrollment).
- Children younger than age 18 who are in SSI (Supplemental Security Income) or an SSI-related eligibility group.

The following services do not require copayments from any member enrolled in Wisconsin Medicaid or BadgerCare Plus:

- Behavioral treatment.
- Care coordination services (prenatal and child care coordination).
- CRS (community recovery services).
- Crisis intervention services.
- CSP (Community Support Program) services.
- Comprehensive community services.
- Emergency services.
- Family planning services and supplies, including sterilizations.
- HealthCheck services.
- Home care services (home health, personal care, and PDN (private duty nursing) services).
- Hospice care services.
- Immunizations, including approved vaccines recommended to adults by the [ACIP](#) (Advisory Committee on Immunization Practices).
- Independent laboratory services.
- Injections.
- Pregnancy-related services.
- Preventive services with an A or B rating<sup>\*</sup> from the [USPSTF](#) (U.S. Preventive Services Task Force)<sup>\*\*</sup>.
- SBS (school-based services).
- Substance abuse day treatment services.
- Surgical assistance.
- Targeted case management services.

*Note:* Providers may not impose cost sharing for health-care acquired conditions or other provider-preventable services as defined in federal law under [42 CFR s. 447.26\(b\)](#).

<sup>\*</sup> Providers are required to add CPT (Current Procedural Terminology) modifier 33 to identify USPSTF services that are not specifically identified as preventive in nature. The definition for modifier 33 reads as follows:

When the primary purpose of the service is the delivery of an evidence based service in accordance with a US Preventive Services Task Force A or B rating in effect and other preventive services identified in preventive services mandates (legislative or regulatory), the service may be identified by adding 33 to the procedure. For separately reported services specifically identified as preventive, the modifier should not be used.

Since many of the USPSTF recommendations are provided as part of a regular preventive medicine visit, ForwardHealth will not deduct a copayment for these services (CPT procedure codes 99381-99387 and 99391-99397).

<sup>\*\*</sup> The USPSTF recommendations include screening tests, counseling, immunizations, and preventive medications for targeted populations. These services must be provided or recommended by a physician or other licensed practitioner of the healing arts within the scope of their practice.

Topic #233

## Limitations

Providers should verify that they are collecting the correct copayment for services as some services have monthly or annual copayment limits. Providers may not collect member copayments in amounts that exceed copayment limits.

Topic #237

## Refund/Collection

If a provider collects a copayment before providing a service and BadgerCare Plus does not reimburse the provider for any part of the service, the provider is required to return or credit the entire copayment amount to the member.

If BadgerCare Plus deducts less copayment than the member paid, the provider is required to return or credit the remainder to the member. If BadgerCare Plus deducts more copayment than the member paid, the provider may collect the remaining amount from the member.

Topic #239

## Requirements

Federal law permits states to charge members a copayment for certain covered services. Providers are required to request copayments from members. Providers may not deny services to a Wisconsin Medicaid or BadgerCare Plus Standard Plan member who fails to make a copayment.

Section [49.45\(18\)](#), Wis. Stats., requires providers to make a reasonable attempt to collect copayment from the member unless the provider determines that the cost of collecting the copayment exceeds the amount to be collected.



## Payer of Last Resort

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Topic #242

### Instances When Medicaid Is Not Payer of Last Resort

Wisconsin Medicaid or BadgerCare Plus are *not* the payer of last resort for members who receive coverage from certain governmental programs, such as:

- Birth to 3.
- Crime Victim Compensation Fund.
- GA (General Assistance).
- HCBS (Home and Community-Based Services) waiver programs.
- IDEA (Individuals with Disabilities Education Act).
- Indian Health Service.
- Maternal and Child Health Services.
- WCDP (Wisconsin Chronic Disease Program).
  - Adult Cystic Fibrosis.
  - Chronic Renal Disease.
  - Hemophilia Home Care.

Providers should ask members if they have coverage from these other governmental programs.

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

Topic #251

### Other Health Insurance Sources

BadgerCare Plus reimburses only that portion of the allowed cost remaining after a member's other health insurance sources have been exhausted. Other health insurance sources include the following:

- [Commercial fee-for-service plans](#).
- [Commercial managed care plans](#).
- Medicare supplements (e.g., Medigap).
- Medicare.
- Medicare Advantage.
- TriCare.
- CHAMPVA (Civilian Health and Medical Plan of the Veterans Administration).
- Other governmental benefits.

Topic #253

### Payer of Last Resort

Except for a few instances, Wisconsin Medicaid or BadgerCare Plus are the payer of last resort for any covered services.

Therefore, the provider is required to make a reasonable effort to exhaust all existing other health insurance sources before submitting claims to ForwardHealth or to a state-contracted MCO (managed care organization).

Topic #255

## Primary and Secondary Payers

The terms "primary payer" and "secondary payer" indicate the relative order in which insurance sources are responsible for paying claims.

In general, commercial health insurance is primary to Medicare, and Medicare is primary to Wisconsin Medicaid and BadgerCare Plus. Therefore, Wisconsin Medicaid and BadgerCare Plus are secondary to Medicare, and Medicare is secondary to commercial health insurance.

## Reimbursement Not Available

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Topic #2826

## Reimbursement Not Available

Wisconsin Medicaid may deny or recoup payment for covered services that fail to meet program requirements. Medicaid reimbursement is also not available for noncovered services.

### Noncovered Services for Dentists and Physicians

Under [DHS 107.07\(4\)](#), Wis. Admin. Code, unless the service is part of a dental assessment and evaluation for a member under 21 years of age or is found necessary as a result of such an assessment and evaluation, the following dental services are not covered under BadgerCare Plus whether or not the service is performed by a dentist; physician; or a person under the supervision of a dentist or physician:

1. General services for purely aesthetic or cosmetic purposes.
2. General services performed by means of a telephone call between a provider and a member, including those in which the provider provides advice or instructions to or on behalf of the recipient, or between dentists, physicians, or a dentist and physician on behalf of the recipient.
3. Equivalent services or separate components of a service performed on the same day.
4. Tests and laboratory examinations, other than for diagnostic casts when required by the department.
5. Oral hygiene instruction or training in preventive dental care as a separate procedure, including tooth brushing technique, flossing or use of special oral hygiene aids, tobacco cessation counseling, or nutritional counseling.
6. The following restorative services:
  1. Labial veneer.
  2. Temporary crowns.
  3. Cement bases as a separate item.
  4. Endodontic filling materials that are not approved for use by the American Dental Association.
7. Pulp cappings.
8. The following removable prosthodontic services:
  1. Overlay dentures.
  2. Overlay partial dentures.
  3. Duplicate dentures and adjustments.
9. The following implant services:
  1. Tooth implants.
  2. Transplantations.
  3. Surgical repositioning except reimplantation under sub. (3).
  4. Transseptal fiberotomies.
10. Orthodontic services, except as specified under sub. (2) (a) 5.
11. The following adjunctive general services:
  1. Professional consultation.
  2. Non-surgical treatment of temporomandibular joint disorder.
  3. Behavior management.
  4. Athletic mouthguards.
  5. Local anesthesia as a separate procedure.
  6. Occlusal guard, analysis and adjustment.
  7. Non-covered services that are listed in [DHS 107.03](#), Wis. Admin. Code.
12. Professional visits, other than for the oral evaluation of a nursing home resident, or hospital calls as noted in sub. (1) (j) (4).

## Noncovered Services for Dental Hygienists

Unless the service is part of a dental assessment and evaluation for a member under 21 years of age or is found necessary as a result of such an assessment and evaluation, the following services are not covered by BadgerCare Plus whether or not the service is performed by a person under the supervision of a dentist or physician or by a dental hygienist who is individually enrolled under [DHS 105](#), Wis. Admin. Code.:

1. Services performed outside the scope of practice of dental hygiene as defined under [s. 447.01\(3\)](#) and [s. 447.06](#), Wis. Stats.
2. Oral hygiene instruction or training in preventive dental care as a separate procedure, including tooth brushing technique, flossing or use of special oral hygiene aids, tobacco cessation counseling, or nutritional counseling.
3. General services for purely aesthetic or cosmetic purposes.

In certain unusual circumstances, the DHS (Department of Health Services) may request that a noncovered service be performed, including but not limited to diagnostic casts, in order to substantiate a PA (prior authorization) request. In these cases the service shall be reimbursed.

For dental hygienists, all services except prophylaxis, fluoride, and sealants are noncovered.

Topic #695

## Reimbursement Not Available Through a Factor

BadgerCare Plus will not reimburse providers through a factor, either directly or by virtue of a power of attorney given to the factor by the provider. A factor is an organization (e.g., a collection agency) or person who advances money to a provider for the purchase or transfer of the provider's accounts receivable. The term "factor" does not include business representatives, such as billing services, clearinghouses, or accounting firms, which render statements and receive payments in the name of the provider.

Topic #51

## Services Not Separately Reimbursable

If reimbursement for a service is included in the reimbursement for the primary procedure or service, it is not separately reimbursable. For example, routine venipuncture is not separately reimbursable, but it is included in the reimbursement for the laboratory procedure or the laboratory test preparation and handling fee. Also, DME (durable medical equipment) delivery charges are included in the reimbursement for DME items.

Topic #2911

## Education in Preventive Care

Education of a BadgerCare Plus member in preventive care and the provision of dental health information is a component of all allowable dental services covered by BadgerCare Plus, whenever appropriate. When provided, preventive training and information sharing should be documented in the member's dental records. These services are not reimbursed separately by Wisconsin Medicaid.

## Infection Control Charges

Providers should note that all (OSHA) (Occupational Safety and Health Administration)-mandated and other infection-control charges are included in Medicaid reimbursement. These costs may not be separately reimbursed or charged to the member.

## Take-Home Supplies

Routine take-home supplies (e.g., gauze) are not separately reimbursable. Wisconsin Medicaid reimbursement of dental procedures includes routine take-home supplies needed before or after the procedure is performed. Members may not be charged for routine supplies.

# Resources

# 10

Archive Date:07/01/2016

## Resources:Contact Information

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Topic #476

### Member Services

Providers should refer ForwardHealth members with questions to [Member Services](#). The telephone number for Member Services is for member use only.

Topic #473

### Provider Relations Representatives

The Provider Relations representatives, also known as field representatives, conduct training sessions on various ForwardHealth topics for both large and small groups of providers and billers. In addition to provider education, field representatives are available to assist providers with complex billing and claims processing questions. Field representatives are located throughout the state to offer detailed assistance to all ForwardHealth providers and all ForwardHealth programs.

### Field Representative Specialization

The field representatives are assigned to [specific regions](#) of the state. In addition, the field representatives have [specialized](#) in a group of provider types. This specialization allows the field representatives to most efficiently and effectively address provider inquiries. To better direct inquiries, providers should contact the field representative in [their region who specializes in their provider type](#).

### Provider Education

The field representatives' primary focus is provider education. They provide information on ForwardHealth programs and topics in the following ways:

- Conducting provider training sessions throughout the state.
- Providing training and information for newly enrolled providers and/or new staff.
- Participating in professional association meetings.

Providers may also contact the field representatives if there is a specific topic, or topics, on which they would like to have an individualized training session. This could include topics such as use of the Portal (information about claims, enrollment verification, and PA (prior authorization) requests on the Portal). Refer to the [Providers Trainings page](#) for the latest information on training opportunities.

### Additional Inquiries

Providers are encouraged to initially obtain information through the ForwardHealth Portal, WiCall, and Provider Services. If these attempts are not successful, field representatives may be contacted for the following types of inquiries:

- Claims, including discrepancies regarding enrollment verification and claim processing.
- PES (Provider Electronic Solutions) claims submission software.
- Claims processing problems that have not been resolved through other channels (e.g., telephone or written correspondence).

- Referrals by a Provider Services telephone correspondent.
- Complex issues that require extensive explanation.

Field representatives primarily work outside their offices to provide on-site service; therefore, providers should be prepared to leave a complete message when contacting field representatives, including all pertinent information related to the inquiry. Member inquiries should not be directed to field representatives. Providers should refer members to [Member Services](#).

If contacting a field representative by e-mail, providers should ensure that no individually identifiable health information, known as PHI (protected health information), is included in the message. PHI can include things such as the member's name combined with his/her identification number or SSN (Social Security number).

## Information to Have Ready

Providers or their representatives should have the following information ready when they call:

- Name or alternate contact.
- County and city where services are provided.
- Name of facility or provider whom they are representing.
- NPI (National Provider Identifier) or provider number.
- Telephone number, including area code.
- A concise statement outlining concern.
- Days and times when available.

For questions about a specific claim, providers should also include the following information:

- Member's name.
- Member identification number.
- Claim number.
- DOS (date of service).

Topic #474

## Provider Services

Providers should call [Provider Services](#) to answer enrollment, policy, and billing questions. Members should call [Member Services](#) for information. Members should *not* be referred to Provider Services.

The Provider Services Call Center provides service-specific assistance to Medicaid, BadgerCare Plus, WCDP (Wisconsin Chronic Disease Program), and WWWP (Wisconsin Well Woman Program) providers.

## Ways Provider Services Can Help

The Provider Services Call Center is organized to include program-specific and service-specific assistance to providers. The Provider Services call center supplements the ForwardHealth Portal and WiCall by providing information on the following:

- Billing and claim submissions.
- Provider enrollment.
- COB (coordination of benefits) (e.g., verifying a member's other health insurance coverage).
- Assistance with completing forms.
- Assistance with remittance information and claim denials.
- Policy clarification.
- PA (prior authorization) status.



- Verifying covered services.

## Information to Have Ready

When contacting or transferring from WiCall to the call center, callers will be prompted to enter their NPI (National Provider Identifier) or provider ID. Additionally, to facilitate service, providers are recommended to have all pertinent information related to their inquiry on hand when contacting the call center, including:

- Provider name and NPI or provider ID.
- Member name and member identification number.
- Claim number.
- PA number.
- DOS (dates of service).
- Amount billed.
- RA (Remittance Advice).
- Procedure code of the service in question.
- Reference to any provider publications that address the inquiry.

## Call Center Correspondent Team

The ForwardHealth call center correspondents are organized to respond to telephone calls from providers. Correspondents offer assistance and answer inquiries specific to the program (i.e., Medicaid, WCDP, or WWWP) or to the service area (i.e., pharmacy services, hospital services) in which they are designated.

## Call Center Menu Options and Inquiries

Providers contacting Provider Services are prompted to select from the following menu options:

- Member enrollment — for member enrollment inquiries and verification.
- Claim and PA status — for claim and PA status inquiries.
- Pharmacy — for drug claim, policy, and drug authorization inquiries.
- Dental — for dental inquiries.
- Policy — for all policy questions except those for pharmacy and dental.
- Provider enrollment — for provider enrollment and revalidation questions.
- EHR (Electronic Health Records) — for EHR inquiries.

## Walk-in Appointments

Walk-in appointments offer face-to-face assistance for providers at the Provider Services office. Providers are encouraged to contact the Provider Services Call Center to schedule a walk-in appointment.

## Written Inquiries

Providers may contact Provider Services through the Portal by selecting the "Contact Us" link. Provider Services will respond to the inquiry by the preferred method of response indicated within five business days. All information is transmitted via a secure connection to protect personal health information.

Providers may submit written inquiries to ForwardHealth by mail using the [Written Correspondence Inquiry \(F-01170 \(07/12\)\)](#) form. The Written Correspondence Inquiry form may be photocopied or downloaded via a link from the Portal. Written correspondence should be sent to the following address:

ForwardHealth  
Provider Services Written Correspondence  
313 Blettner Blvd  
Madison WI 53784

Providers are encouraged to use the other resources before mailing a written request to ForwardHealth. Provider Services will respond to written inquiries in writing unless otherwise specified.

Topic #475

## Provider Suggestions

The DHCAA (Division of Health Care Access and Accountability) is interested in improving its program for providers and members. Providers who would like to suggest a revision of any policy or procedure stated in provider publications or who wish to suggest new policies are encouraged to submit recommendations on the [Provider Suggestion \(F-01016 \(02/09\)\)](#) form.

Topic #4456

## Resources Reference Guide

The [Provider Services and Resources Reference Guide](#) lists services and resources available to providers and members with contact information and hours of availability.

## Provider Services and Resources Reference Guide

The Provider Services and Resources Reference Guide lists services and resources available to providers and members with contact information and hours of availability.

|   |   |   |
|---|---|---|
| <b>ForwardHealth Portal</b>   | <b><a href="http://www.forwardhealth.wi.gov/">www.forwardhealth.wi.gov/</a></b> | <b>24 hours a day, seven days a week</b>                                      |
| Public and secure access to ForwardHealth information with direct link to contact Provider Services for up-to-date access to ForwardHealth programs information, including publications, fee schedules, and forms.  |   |   |
| <b>WiCall Automated Voice Response System</b>   | <b>(800) 947-3544</b>   | <b>24 hours a day, seven days a week</b>                                      |
| WiCall, the ForwardHealth Automated Voice Response system, provides responses to the following inquiries: <ul style="list-style-type: none"> <li>• Checkwrite.</li> <li>• Claim status.</li> <li>• Prior authorization.</li> <li>• Member enrollment.</li> </ul>  |   |   |
| <b>ForwardHealth Provider Services Call Center</b>  | <b>(800) 947-9627</b>   | <b>Monday through Friday, 7:00 a.m. to 6:00 p.m. (Central Standard Time)*</b> |
| To assist providers in the following programs: <ul style="list-style-type: none"> <li>• BadgerCare Plus.</li> <li>• Medicaid.</li> <li>• SeniorCare.</li> <li>• Wisconsin Well Woman Medicaid.</li> <li>• Wisconsin Chronic Disease Program (WCDP).</li> <li>• Wisconsin Well Woman Program (WWWP).</li> <li>• Wisconsin Medicaid and BadgerCare Plus Managed Care Programs.</li> </ul> |   |   |
| <b>ForwardHealth Portal Helpdesk</b>  | <b>(866) 908-1363</b>   | <b>Monday through Friday, 8:30 a.m. to 4:30 p.m. (Central Standard Time)*</b> |
| To assist providers and trading partners with technical questions regarding Portal functions and capabilities, including Portal accounts, registrations, passwords, and submissions through the Portal.   |   |   |
| <b>Electronic Data Interchange Helpdesk</b>   | <b>(866) 416-4979</b>   | <b>Monday through Friday, 8:30 a.m. to 4:30 p.m. (Central Standard Time)*</b> |
| For providers, trading partners, billing services, and clearinghouses with technical questions about the following: <ul style="list-style-type: none"> <li>• Electronic transactions.</li> <li>• Companion documents.</li> <li>• Provider Electronic Solutions (PES) software.</li> </ul>   |   |   |
| <b>Managed Care Ombudsman Program</b>   | <b>(800) 760-0001</b>   | <b>Monday through Friday, 7:00 a.m. to 6:00 p.m. (Central Standard Time)*</b> |
| To assist managed care enrollees with questions about enrollment, rights, responsibilities, and general managed care information.   |   |   |
| <b>Member Services</b>  | <b>(800) 362-3002</b>   | <b>Monday through Friday, 8:00 a.m. to 6:00 p.m. (Central Standard Time)*</b> |
| To assist ForwardHealth members or persons calling on behalf of members with program information and requirements, enrollment, finding certified providers, and resolving concerns.   |   |   |
| <b>Wisconsin AIDS Drug Assistance Program (ADAP)</b>  | <b>(800) 991-5532</b>   | <b>Monday through Friday, 8:00 a.m. to 4:30 p.m. (Central Standard Time)*</b> |
| To assist ADAP providers and members, or persons calling on behalf of members, with program information and requirements, enrollment, finding enrolled providers, and resolving concerns.   |   |   |

\*With the exception of state-observed holidays.

# Electronic Data Interchange

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Topic #459

## Companion Guides and NCPDP Version D.0 Payer Sheet

Companion guides and the NCPDP (National Council for Prescription Drug Programs) version D.0 payer sheet are available for download on the ForwardHealth Portal.

### Purpose of Companion Guides

ForwardHealth [companion guides and payer sheet](#) provide trading partners with useful technical information on ForwardHealth's standards for nationally recognized electronic transactions.

The information in companion guides and payer sheet applies to BadgerCare Plus, Medicaid, SeniorCare, ADAP (Wisconsin AIDS Drug Assistance Program), WCDP (Wisconsin Chronic Disease Program), and WWWP (Wisconsin Well Woman Program). Companion guides and payer sheet are intended for information technology and systems staff who code billing systems or software.

The companion guides and payer sheet complement the federal HIPAA (Health Insurance Portability and Accountability Act of 1996) implementation guides and highlight information that trading partners need to successfully exchange electronic transactions with ForwardHealth, including general topics such as the following:

- Methods of exchanging electronic information (e.g., exchange interfaces, transaction administration, and data preparation).
- Instructions for constructing the technical component of submitting or receiving electronic transactions (e.g., claims, RA (Remittance Advice), and enrollment inquiries).

Companion guides and payer sheet do *not* include program requirements, but help those who create the electronic formats for electronic data exchange.

Companion guides and payer sheet cover the following specific subjects:

- Getting started (e.g., identification information, testing, and exchange preparation).
- Transaction administration (e.g., tracking claims submissions, contacting the [EDI \(Electronic Data Interchange\) Helpdesk](#)).
- Transaction formats.

### Revisions to Companion Guides and Payer Sheet

Companion guides and payer sheet may be updated as a result of changes to federal requirements. When this occurs, ForwardHealth will do the following:

- Post the revised companion guides and payer sheet on the ForwardHealth Portal.
- Post a message on the banner page of the RA.
- Send an e-mail to trading partners.

Trading partners are encouraged to periodically check for revised companion guides and payer sheet on the Portal. If trading partners do not follow the revisions identified in the companion guides or payer sheet, transactions may not process successfully (e.g., claims may deny or process incorrectly).

A change summary located at the end of the revised companion guide lists the changes that have been made. The date on the companion guide reflects the date the revised companion guide was posted to the Portal. In addition, the version number located in the footer of the first page is changed with each revision.

Revisions to the payer sheet are listed in Appendix A. The date on the payer sheet reflects the date the revised payer sheet was posted to the Portal.

Topic #460

## Data Exchange Methods

The following data exchange methods are supported by the [EDI \(Electronic Data Interchange\) Helpdesk](#):

- Remote access server dial-up, using a personal computer with a modem, browser, and encryption software.
- Secure Web, using an Internet Service Provider and a personal computer with a modem, browser, and encryption software.
- Real-time, by which trading partners exchange the NCPDP (National Council for Prescription Drug Programs) D.0, 270/271 (270/271 Health Care Eligibility/Benefit Inquiry and Information Response), 276/277 (276/277 Health Care Claim Status Request and Response), or 278 (278 Health Care Services Review — Request for Review and Response) transactions via an approved clearinghouse.

The EDI Helpdesk supports the exchange of the transactions for BadgerCare Plus, Medicaid, SeniorCare, ADAP (Wisconsin AIDS Drug Assistance Program), WCDP (Wisconsin Chronic Disease Program), and WWWP (Wisconsin Well Woman Program).

Topic #461

## Electronic Data Interchange Helpdesk

The [EDI \(Electronic Data Interchange\) Helpdesk](#) assists anyone interested in becoming a trading partner with getting started and provides ongoing support pertaining to electronic transactions. Providers, billing services, and clearinghouses are encouraged to contact the EDI Helpdesk for test packets and/or technical questions.

Providers with policy questions should call [Provider Services](#).

Topic #462

## Electronic Transactions

HIPAA (Health Insurance Portability and Accountability Act of 1996) ASC (Accredited Standards Committee) X12 Version 5010 Companion Guides and the NCPDP (National Council for Prescription Drug Programs) Version D.0 Payer Sheet are available for download on the [HIPAA Version 5010 Companion Guides and NCPDP Version D.0 Payer Sheet Page](#) of the ForwardHealth Portal.

Trading partners may submit claims and adjustment requests, inquire about member enrollment, claim status, and ForwardHealth payment advice by exchanging electronic transactions.

Through the [EDI \(Electronic Data Interchange\) Helpdesk](#), trading partners may exchange the following electronic transactions:

- 270/271 (270/271 Health Care Eligibility/Benefit Inquiry and Information Response). The 270 is the electronic transaction for inquiring about a member's enrollment. The 271 is received in response to the inquiry.

- 276/277 (276/277 Health Care Claim Status Request and Response). The 276 is the electronic transaction for checking claim status. The 277 is received in response.
- 278 (278 Health Care Services Review - Request for Review and Response). The electronic transaction for health care service PA (prior authorization) requests.
- 835 (835 Health Care Claim Payment/Advice). The electronic transaction for receiving remittance information.
- 837 (837 Health Care Claim). The electronic transaction for submitting claims and adjustment requests.
- 999 (999 Functional Acknowledgment). The electronic transaction for reporting whether a transaction is accepted or rejected.
- TA1 interChange Acknowledgment. The electronic transaction for reporting a transaction that is rejected for interChange-level errors.
- NCPDP D.0 Telecommunication Standard for Retail Pharmacy claims. The real-time POS (Point-of-Sale) electronic transaction for submitting pharmacy claims.

Topic #463

## Provider Electronic Solutions Software

ForwardHealth offers electronic billing software at no cost to providers. PES (Provider Electronic Solutions) software allows providers to submit 837 (837 Health Care Claim) transactions and download the 999 (999 Functional Acknowledgment) and the 835 (835 Health Care Claim Payment/Advice) transactions. To obtain PES software, providers may download it from the [ForwardHealth Portal](#). For assistance installing and using PES software, providers may call the [EDI \(Electronic Data Interchange\) Helpdesk](#).

Topic #464

## Trading Partner Profile

A [Trading Partner Profile](#) must be completed and signed for each billing provider number that will be used to exchange electronic transactions.

In addition, billing providers who do not use a third party to exchange electronic transactions, billing services, and clearinghouses are required to complete a Trading Partner Profile.

To determine whether a Trading Partner Profile is required, providers should refer to the following:

- Billing providers who do not use a third party to exchange electronic transactions, including providers who use the PES (Provider Electronic Solutions) software, are required to complete the Trading Partner Profile.
- Billing providers who use a third party (billing services and clearinghouses) to exchange electronic transactions are required to submit a Trading Partner Profile.
- Billing services and clearinghouses, including those that use PES software, that are authorized by providers to exchange electronic transactions on a provider's behalf, are required to submit a Trading Partner Profile.

Providers who change billing services and clearinghouses or become a trading partner should keep their information updated by contacting the [EDI \(Electronic Data Interchange\) Helpdesk](#).

Topic #465

## Trading Partners

ForwardHealth exchanges nationally recognized electronic transactions with trading partners. A "trading partner" is defined as a

covered entity that exchanges electronic health care transactions. The following covered entities are considered trading partners:

- Providers who exchange electronic transactions directly with ForwardHealth.
- Billing services and clearinghouses that exchange electronic transactions directly with ForwardHealth on behalf of a billing provider.

## Enrollment Verification

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Topic #256

### 270/271 Transactions

The [270/271 \(270/271 Health Care Eligibility/Benefit Inquiry and Information Response\)](#) transactions allow for batch enrollment verification, including information for the current benefit month or for any date of eligibility the member has on file, through a secure Internet connection. The 270 is the electronic transaction for inquiring about a member's enrollment. The 271 is received in response to the inquiry.

For those providers who are federally required to have an NPI (National Provider Identifier), an NPI is required on the 270/271 transactions. The NPI indicated on the 270 is verified to ensure it is associated with a valid enrollment on file with ForwardHealth. The 271 response will report the NPI that was indicated on the 270.

For those providers exempt from NPI, a provider ID is required on the 270/271 transactions. The provider ID indicated on the 270 is verified to ensure it is associated with a valid enrollment on file with ForwardHealth. The 271 response will report the provider ID that was indicated on the 270.

Topic #469

### An Overview

Providers should always verify a member's enrollment before providing services, both to determine enrollment for the current date (since a member's enrollment status may change) and to discover any limitations to the member's coverage. Each enrollment verification method allows providers to verify the following prior to services being rendered:

- A member's enrollment in a ForwardHealth program(s).
- State-contracted MCO (managed care organization) enrollment.
- Medicare enrollment.
- Limited benefits categories.
- Any other commercial health insurance coverage.
- Exemption from copayments for BadgerCare Plus members.

Topic #259

### Commercial Enrollment Verification Vendors

ForwardHealth has agreements with several [commercial enrollment verification vendors](#) to offer enrollment verification technology to ForwardHealth providers. Commercial enrollment verification vendors have up-to-date access to the ForwardHealth enrollment files to ensure that providers have access to the most current enrollment information. Providers may access Wisconsin's EVS (Enrollment Verification System) to verify member enrollment through one or more of the following methods available from commercial enrollment verification vendors:

- Magnetic stripe card readers.
- Personal computer software.
- Internet.



Vendors sell magnetic stripe card readers, personal computer software, Internet access, and other services. They also provide ongoing maintenance, operations, and upgrades of their systems. Providers are responsible for the costs of using these enrollment verification methods.

*Note:* Providers are *not* required to purchase services from a commercial enrollment verification vendor. For more information on other ways to verify member enrollment or for questions about ForwardHealth identification cards, contact [Provider Services](#).

The real-time enrollment verification methods allow providers to print a paper copy of the member's enrollment information, including a transaction number, for their records. Providers should retain this number or the printout as proof that an inquiry was made.

## Magnetic Stripe Card Readers

The magnetic stripe card readers resemble credit card readers. Some ForwardHealth identification cards have a magnetic stripe and signature panel on the back, and a unique, 16-digit card number on the front. The 16-digit card number is valid only for use with a magnetic card reader.

Providers receive current member enrollment information after passing the ForwardHealth card through the reader or entering the member identification number or card number into a keypad and entering the DOS (date of service) about which they are inquiring.

## Personal Computer Software

Personal computer software can be integrated into a provider's current computer system by using a modem and can access the same information as the magnetic stripe card readers.

## Internet Access

Some enrollment verification vendors provide real-time access to enrollment from the EVS through the Internet.

Topic #4903

## Copayment Information

If a member is enrolled in BadgerCare Plus or Wisconsin Medicaid and is exempt from paying copayments for services, providers will receive the following response to an enrollment query from all methods of enrollment verification:

- The name of the benefit plan.
- The member's enrollment dates.
- The message, "No Copay."

If a member is enrolled in BadgerCare Plus, Medicaid, or SeniorCare and is required to pay a copayment, the provider will be given the name of the benefit plan in which the member is enrolled and the member's enrollment dates for the benefit plan only.

Topic #264

## Enrollment Verification System

Member enrollment issues are the primary reason claims are denied. To reduce claim denials, providers should *always* verify a member's enrollment before providing services, both to determine enrollment for the current date (since a member's enrollment status may change) and to discover any limitations to the member's coverage. Providers may want to verify the member's

enrollment a second time before submitting a claim to find out whether the member's enrollment information has changed since the appointment.

Providers can access Wisconsin's EVS (Enrollment Verification System) to receive the most current enrollment information through the following methods:

- ForwardHealth Portal.
- [WiCall](#), Wisconsin's AVR (Automated Voice Response) system.
- Commercial enrollment verification vendors.
- 270/271 (270/271 Health Care Eligibility/Benefit Inquiry and Response) transactions.
- [Provider Services](#).

Providers cannot charge a member, or authorized person acting on behalf of the member, for verifying his or her enrollment.

The EVS does not indicate other government programs that are secondary to Wisconsin Medicaid.

Topic #4901

## Enrollment Verification on the Portal

The secure ForwardHealth Portal offers real-time member enrollment verification for all ForwardHealth programs. Providers will be able to use this tool to determine:

- The benefit plan(s) in which the member is enrolled.
- If the member is enrolled in a state-contracted managed care program (for Medicaid and BadgerCare Plus members).
- If the member has any other coverage, such as Medicare or commercial health insurance.
- If the member is exempted from copayments (BadgerCare Plus members only).

To access enrollment verification via the ForwardHealth Portal, providers will need to do the following:

- Go to the ForwardHealth Portal.
- Establish a provider account.
- Log into the secure Portal.
- Click on the menu item for enrollment verification.

Providers will receive a unique transaction number for each enrollment verification inquiry. Providers may access a history of their enrollment inquiries using the Portal, which will list the date the inquiry was made and the enrollment information that was given on the date that the inquiry was made. For a more permanent record of inquiries, providers are advised to use the "print screen" function to save a paper copy of enrollment verification inquiries for their records or document the transaction number at the beginning of the response, for tracking or research purposes. This feature allows providers to access enrollment verification history when researching claim denials due to enrollment issues.

The Provider Portal is available 24 hours a day, seven days a week.

Topic #4900

## Entering Dates of Service

Enrollment information is provided based on a "From" DOS (date of service) and a "To" DOS that the provider enters when making the enrollment inquiry. For enrollment inquiries, a "From" DOS is the earliest date for which the provider is requesting enrollment information and the "To" DOS is the latest date for which the provider is requesting enrollment information.

Providers should use the following guidelines for entering DOS when verifying enrollment for Wisconsin Medicaid, BadgerCare Plus, SeniorCare, or WCDP (Wisconsin Chronic Disease Program) members:

- The "From" DOS is the earliest date the provider requires enrollment information.
- The "To" DOS must be within 365 days of the "From" DOS.
- If the date of the request is prior to the 20th of the current month, then providers may enter a "From" DOS and "To" DOS up to the end of the current calendar month.
- If the date of the request is on or after the 20th of the current month, then providers may enter a "From" DOS and "To" DOS up to the end of the following calendar month.

For example, if the date of the request was November 15, 2008, the provider could request dates up to and including November 30, 2008. If the date of the request was November 25, 2008, the provider could request dates up to and including December 31, 2008.

Topic #265

## Member Forgets ForwardHealth Identification Card

Even if a member does not present a ForwardHealth identification card, a provider can use Wisconsin's EVS (Enrollment Verification System) to verify enrollment; otherwise, the provider may choose not to provide the service(s) until a member brings in a ForwardHealth card.

A provider may use a combination of the member's name, date of birth, ForwardHealth identification number, or SSN (Social Security number) with a "0" at the end to access enrollment information through the EVS.

A provider may call [Provider Services](#) with the member's full name and date of birth to obtain the member's enrollment information if the member's identification number or SSN is not known.

Topic #4899

## Member Identification Card Does Not Guarantee Enrollment

Most members receive a member identification card, but possession of a program identification card does not guarantee enrollment. Periodically, members may become ineligible for enrollment, only to re-enroll at a later date. Members are told to keep their cards even though they may have gaps in enrollment periods. It is possible that a member will present a card when he or she is not enrolled; therefore, it is essential that providers verify enrollment before providing services. To reduce claim denials, it is important that providers verify the following information prior to each DOS (date of service) that services are provided:

- If a member is enrolled in any ForwardHealth program, including benefit plan limitations.
- If a member is enrolled in a managed care organization.
- If a member is in primary provider lock-in status.
- If a member has Medicare or other insurance coverage.

Topic #4898

## Responses Are Based on Financial Payer

When making an enrollment inquiry through Wisconsin's EVS (Enrollment Verification System), the returned response will provide

information on the member's enrollment in benefit plans based on financial payers.

There are three financial payers under ForwardHealth:

- Medicaid (Medicaid is the financial payer for Wisconsin Medicaid, BadgerCare Plus, and SeniorCare).
- WCDP (Wisconsin Chronic Disease Program).
- WWWP (Wisconsin Well Woman Program).

Within each financial payer are benefit plans. Each member is enrolled under at least one of the three financial payers, and under each financial payer, is enrolled in at least one benefit plan. An individual member may be enrolled under more than one financial payer. (For instance, a member with chronic renal disease may have health care coverage under the BadgerCare Plus Standard Plan and the WCDP chronic renal disease program. The member is enrolled under two financial payers, Medicaid and WCDP.) Alternatively, a member may have multiple benefits under a single financial payer. (For example, a member may be covered by the TB-Only (Tuberculosis-Related Services Only) Benefit and Family Planning Only Services at the same time, both of which are administered by Medicaid.)

## Forms

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Topic #767

### An Overview

ForwardHealth requires providers to use a variety of forms for PA (prior authorization), claims processing, and documenting special circumstances.

Topic #470

### Fillable Forms

Most forms may be obtained from the [Forms](#) page of the ForwardHealth Portal.

Forms on the Portal are available as fillable PDF (Portable Document Format) files, which can be viewed with Adobe Reader<sup>®</sup> computer software. Providers may also complete and print fillable PDF files using Adobe Reader<sup>®</sup>.

To complete a fillable PDF, follow these steps:

- Select a specific form.
- Save the form to the computer.
- Use the "Tab" key to move from field to field.

*Note:* The Portal provides instructions on how to obtain Adobe Reader<sup>®</sup> at no charge from the Adobe<sup>®</sup> Web site. Adobe Reader<sup>®</sup> only allows providers to view and print completed PDFs. It does not allow users to save completed fillable PDFs to their computer; however, if Adobe Acrobat<sup>®</sup> is purchased, providers may save completed PDFs to their computer. Refer to the [Adobe<sup>®</sup> Web site](#) for more information about fillable PDFs.

Selected forms are also available in fillable Microsoft<sup>®</sup> Word format on the Portal. The fillable Microsoft<sup>®</sup> Word format allows providers to complete and print the form using Microsoft<sup>®</sup> Word. To complete a fillable Microsoft<sup>®</sup> Word form, follow these steps:

- Select a specific form.
- Save the form to the computer.
- Use the "Tab" key to move from field to field.

*Note:* Providers may save fillable Microsoft<sup>®</sup> Word documents to their computer by choosing "Save As" from the "File" menu, creating a file name, and selecting "Save" on their desktop.

Topic #766

### Telephone or Mail Requests

Providers who do not have Internet access or who need forms that are not available on the ForwardHealth Portal may obtain them by doing either of the following:

- Requesting a paper copy of the form by calling [Provider Services](#). Questions about forms may also be directed to Provider Services.
- Submitting a written request and mailing it to ForwardHealth. Include a return address, the name of the form, and the form number and send the request to the following address:

ForwardHealth  
Form Reorder  
313 Blettner Blvd  
Madison WI 53784

## Portal

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Topic #4904

### Claims and Adjustments Using the ForwardHealth Portal

Providers can [track the status](#) of their submitted claims, [submit individual claims](#), correct errors on claims, copy claims, and determine what claims are in "pay" status on the ForwardHealth Portal. Providers have the ability to [search for and view](#) the status of all their finalized claims, regardless of how they were submitted (i.e., paper, electronic, clearinghouse). If a claim contains an error, providers can correct it on the Portal and resubmit it to ForwardHealth.

Providers can submit an individual claim or adjust a claim through DDE (Direct Data Entry) through the secure Portal.

Topic #8524

### Conducting Revalidation Via the ForwardHealth Portal

Providers can conduct [revalidation](#) online via a secure revalidation area of the ForwardHealth Portal.

Topic #5157

### Cost Share Reports for Long-Term Managed Care Organizations

Individual cost share reports for long-term care MCOs (managed care organizations) that provide Family Care, Family Care Partnership, and PACE (Program of All-Inclusive Care for the Elderly) services are available via the secure area of the ForwardHealth Portal and can be downloaded as an Excel file.

Topic #4345

### Creating a Provider Account

Each provider needs to designate one individual as an administrator of the ForwardHealth Portal account. This user establishes the administrative account once his or her PIN (personal identification number) is received. The administrative user is responsible for this provider account and is able to add accounts for other users (clerks) within his or her organization and assign security roles to clerks that have been established. To establish an administrative account after receiving a PIN, the administrative user is required to follow these steps:

1. Go to the ForwardHealth Portal.
2. Click the **Providers** button.
3. Click **Logging in for the first time?**.
4. Enter the Login ID and PIN. The Login ID is the provider's NPI (National Provider Identifier) or provider number.
5. Click **Setup Account**.
6. At the Account Setup screen, enter the user's information in the required fields.

7. Read the security agreement and click the checkbox to indicate agreement with its contents.
8. Click **Submit** when complete.

Once in the secure Provider area of the Portal, the provider may conduct business online with ForwardHealth via a secure connection. Providers may also perform the following administrative functions from the Provider area of the Portal:

- Establish accounts and define access levels for clerks.
- Add other organizations to the account.
- Switch organizations.

Refer to the Account User Guide on the [Portal User Guides page](#) of the Portal for more detailed instructions on performing these functions.

Topic #16737

## Demographic Maintenance Tool

The demographic maintenance tool allows providers to update information online that they are required to keep [current](#) with ForwardHealth. To access the demographic maintenance tool, providers need a ForwardHealth Portal account. After logging into their Portal account, providers should select the Demographic Maintenance link located in the Home Page box on the right side of the secure Provider home page.

*Note:* The Demographic Maintenance link will only display for administrative accounts or for clerk accounts that have been assigned the Demographic Maintenance role. The [Account User Guide](#) provides specific information about assigning roles.

The demographic maintenance tool contains general panels which are available to all or most providers as well as specific panels which are only available to certain provider types and specialties. The [Demographic Maintenance Tool User Guide](#) provides further information about general and provider-specific panels.

## Uploading Supporting Documentation

Providers can upload enrollment-related supporting documentation (e.g., licenses, certifications) using the demographic maintenance tool. Documents in the following formats can be uploaded:

- JPEG (Joint Photographic Experts Group) (.jpg or .jpeg).
- PDF (Portable Document Format) (.pdf).

To avoid delays in processing, ForwardHealth strongly encourages providers to upload their documents.

## Submitting Information

After making *all* their changes, providers are required to submit their information in order to save it. After submitting information, providers will receive one of the following messages:

- "Your information was *updated* successfully." This message indicates that providers' files were immediately updated with the changed information.
- "Your information was *uploaded* successfully." This message indicates that ForwardHealth needs to verify the information before providers' files can be updated. Additionally, an Application Submitted panel will display and indicate next steps.

## Verification

ForwardHealth will verify changes within 10 business days of submission. If the changes can be verified, ForwardHealth will



update providers' files. In some cases, providers may receive a Change Notification letter indicating what information ForwardHealth updated. Providers should carefully review the Provider File Information Change Summary included with the letter to verify the accuracy of the changes. If any of the changes are inaccurate, providers can correct the information using the demographic maintenance tool. Providers may contact [Provider Services](#) if they have questions regarding the letter.

Regardless of whether or not providers are notified that their provider files were updated, changed information is not considered approved until 10 business days after the information was changed. If the changes cannot be verified within 10 business days, ForwardHealth will notify providers by mail that their provider files were not updated, and providers will need to make corrections using the demographic maintenance tool.

Topic #4340

## Designating a Trading Partner to Receive 835 Health Care Claim Payment/Advice Transactions

Providers must designate a trading partner to receive their 835 (835 Health Care Claim Payment/Advice) transaction for ForwardHealth interChange.

Providers who wish to submit their [835](#) designation via the Portal are required to create and establish a provider account to have access to the secure area of the Portal.

To designate a trading partner to receive 835 transactions, providers must first complete the following steps:

- Access the Portal and log into their secure account by clicking the Provider link/button.
- Click on the Designate 835 Receiver link on the right-hand side of the secure home page.
- Enter the identification number of the trading partner that is to receive the 835 in the Trading Partner ID field.
- Click Save.

Providers who are unable to use the Portal to designate a trading partner to receive 835 transactions may call the [EDI \(Electronic Data Interchange\) Helpdesk](#) or submit a [paper \(Trading Partner 835 Designation, F-13393 \(07/12\)\)](#) form.

Topic #5087

## Electronic Communications

The secure ForwardHealth Portal contains a one-way message center where providers can receive electronic notifications and provider publications from ForwardHealth. All new messages display on the provider's main page within the secure Portal.

Topic #5088

## Enrollment Verification

The secure ForwardHealth Portal offers real time member [enrollment verification](#) for all ForwardHealth programs. Providers are able to use this tool to determine:

- The health care program(s) in which the member is enrolled.
- Whether or not the member is enrolled in a state-contracted MCO (managed care organization).
- Whether or not the member has any third-party liability, such as Medicare or commercial health insurance.
- Whether or not the member is enrolled in the [Pharmacy Services Lock-In Program](#) and the member's Lock-In pharmacy,

primary care provider, and referral providers (if applicable).

Using the Portal to check enrollment may be more effective than calling [WiCall](#) or the EVS (Enrollment Verification System) (although both are available).

Providers are assigned a unique enrollment verification number for each inquiry. Providers can also use the "print screen" function to print a paper copy of enrollment verification inquiries for their records.

Topic #4338

## ForwardHealth Portal

Providers, members, trading partners, managed care programs, and partners have access to public *and* secure information through the ForwardHealth Portal.

The Portal has the following areas:

- Providers (public and secure).
- Trading Partners.
- Members.
- MCO (managed care organization).
- Partners.

The secure Portal allows providers to conduct business and exchange electronic transactions with ForwardHealth. The public Portal contains general information accessible to all users. Members can access general health care program information and apply for benefits [online](#).

Topic #4441

## ForwardHealth Portal Helpdesk

Providers and trading partners may call the [ForwardHealth Portal Helpdesk](#) with technical questions on Portal functions, including their Portal accounts, registrations, passwords, and submissions through the Portal.

Topic #4451

## Inquiries to ForwardHealth Via the Portal

Providers are able to contact Provider Services through the ForwardHealth Portal by clicking the [Contact](#) link and entering the relevant inquiry information, including selecting the preferred method of response (i.e., telephone call or e-mail). Provider Services will respond to the inquiry by the preferred method of response indicated within five business days.

Topic #4400

## Internet Connection Speed

ForwardHealth recommends providers have an Internet connection that will provide an upload speed of at least 768 Kbps and a download speed of at least 128 Kbps in order to efficiently conduct business with ForwardHealth via the Portal.

For [PES \(Provider Electronic Solutions\)](#) users, ForwardHealth recommends an Internet connection that will provide a download speed of at least 128 Kbps for downloading PES software and software updates from the Portal.

These download speeds are generally not available through a dial-up connection.

Topic #4351

## Logging in to the Provider Area of the Portal

Once an administrative user's or other user's account is set up, he or she may log in to the Provider area of the ForwardHealth Portal to conduct business. To log in, the user is required to click the "Provider" link or button, then enter his or her username and password and click "Go" in the Login to Secure Site box at the right side of the screen.

Topic #4743

## Managed Care Organization Portal

### Information and Functions Through the Portal

The [MCO \(managed care organization\) area](#) of the ForwardHealth Portal allows state-contracted MCOs to conduct business with ForwardHealth. The Public MCO page offers easy access to key MCO information and Web tools. A log-in is required to access the secure area of the Portal to submit or retrieve account and member information which may be sensitive.

The following information is available through the Portal:

- Listing of all Medicaid-enrolled providers.
- Coordination of Benefits Extract/Insurance Carrier Master List information updated quarterly.
- Data Warehouse, which is linked from the Portal to Business Objects. The Business Objects function allows for access to MCO data for long term care MCOs.
- Electronic messages.
- Enrollment verification by entering a member ID or SSN (Social Security number) with date of birth and a "from DOS (date of service)" and a "to DOS" range. A transaction number is assigned to track the request.
- Member search function for retrieving member information such as medical status code, and managed care and Medicare information.
- Provider search function for retrieving provider information such as address, telephone number, provider ID, taxonomy code (if applicable), and provider type and specialty.
- HealthCheck information.
- MCO contact information.
- Technical contact information. Entries may be added via the Portal.

Topic #5158

## Managed Care Organization Portal Reports

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

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

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

## Capitation Payment Listing Report

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

## Initial Enrollment Roster Report

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

## Final Enrollment Roster Report

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

## Other Reports

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

Topic #4744

## Members ForwardHealth Portal

Members can access ForwardHealth information by going to the ForwardHealth Portal. Members can search through a directory of providers by entering a ZIP code, city, or county. Members can also access all member-related ForwardHealth applications and forms. Members can use [ACCESS](#) to check availability, apply for benefits, check current benefits, and report any changes.

Topic #4344

## Obtaining a Personal Identification Number

To establish an account on the ForwardHealth Portal, providers are required to obtain a PIN (personal identification number). The PIN is a unique, nine-digit number assigned by ForwardHealth interChange for the sole purpose of allowing a provider to establish a Portal account. It is used in conjunction with the provider's login ID. Once the Portal account is established, the provider will be prompted to create a username and password for the account, which will subsequently be used to log in to the Portal.

*Note:* The PIN used to create the provider's Portal account is not the same PIN used for revalidation. Providers will receive a separate PIN for revalidation.

A provider may need to request more than one PIN if he or she is a provider for more than one program or has more than one type of provider enrollment. A separate PIN will be needed for each provider enrollment. Health care providers will need to supply their NPI (National Provider Identifier) and corresponding taxonomy code when requesting an account. Non-healthcare

providers will need to supply their unique provider number.

Providers may request a PIN by following these steps:

1. Go to the [Portal](#).
2. Click on the "Providers" link or button.
3. Click the "Request Portal Access" link from the Quick Links box on the right side of the screen.
4. At the Request Portal Access screen, enter the following information:
  - a. Health care providers are required to enter their NPI and click "Search" to display a listing of ForwardHealth enrollments. Select the correct enrollment for the account. The taxonomy code, ZIP+4 code, and financial payer for that enrollment will be automatically populated. Enter the SSN (Social Security number) or TIN (Tax Identification Number).
  - b. Non-healthcare providers are required to enter their provider number, financial payer, and SSN or TIN. (This option should only be used by non-healthcare providers who are exempt from NPI requirements).

The financial payer is one of the following:

- Medicaid (Medicaid is the financial payer for Wisconsin Medicaid, BadgerCare Plus, and Senior Care).
  - SSI (Supplemental Security Income).
  - WCDP (Wisconsin Chronic Disease Program).
  - The WWWP (Wisconsin Well Woman Program).
- c. Click **Submit**.
  - d. Once the Portal Access Request is successfully completed, ForwardHealth will send a letter with the provider's PIN to the address on file.

Topic #4459

## Online Handbook

The Online Handbook allows providers access to all policy and billing information for Wisconsin Medicaid, BadgerCare Plus, ADAP (Wisconsin AIDS Drug Assistance Program), and WCDP (Wisconsin Chronic Disease Program) in one centralized place. A secure ForwardHealth Portal account is not required to use the Online Handbook as it is available to all Portal visitors.

Revisions to policy information are incorporated immediately after policy changes have been issued in *ForwardHealth Updates*. The Online Handbook also links to the [ForwardHealth Publications page](#), an archive section that providers can use to research past policy and procedure information.

The Online Handbook, which is available through the public area of the Portal, is designed to sort information based on user-entered criteria, such as program and provider type. It is organized into sections and chapters. Sections within each handbook may include the following:

- Claims.
- Coordination of Benefits.
- Covered and Noncovered Services.
- Managed Care.
- Member Information.
- Prior Authorization.
- Provider Enrollment and Ongoing Responsibilities.
- Reimbursement.
- Resources.

Each section consists of separate chapters (e.g., claims submission, procedure codes), which contain further detailed information.

## Advanced Search Function

The Online Handbook has an advanced search function, which allows providers to search for a specific word or phrase within a user type, program, service area, or throughout the entire Online Handbook.

Providers can access the advanced search function by following these steps:

1. Go to the Portal.
2. Click the "Online Handbooks" link in the upper left "Providers" box.
3. Complete the two drop-down selections at the right to narrow the search by program and service area, if applicable. This is not needed if providers wish to search the entire Online Handbook.
4. Click "Advanced Search" to open the advanced search options.
5. Enter the word or phrase you would like to search.
6. Select "Search within the options selected above" or "Search all handbooks, programs and service areas."
7. Click the "Search" button.

## ForwardHealth Publications Archive Area

The ForwardHealth Publications page of the Online Handbook allows providers to view old *Updates* and previous versions of the Online Handbook.

Providers can access the archive information area by following these steps:

1. Go to the Portal.
2. Click the "Online Handbooks" link in the upper left "Providers" box.
3. Click on the "Updates and Handbooks" link. (This link is below the three drop-down menus.)

Topic #5089

## Other Business Enhancements Available on the Portal

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

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

Topic #4911

## Portal Account Administrators

Portal administrators are responsible for requesting, creating, and managing accounts to access these features for their organization.

There must be one administrator assigned for each Portal account and all users established for that account. The responsibilities of the Portal administrator include:

- Ensuring the security and integrity of all user accounts (clerk administrators and clerks) created and associated with their Portal account.
- Ensuring clerks or clerk administrators are given the appropriate authorizations they need to perform their functions for the provider, trading partner, or MCO (managed care organization).
- Ensuring that clerks or clerk administrator accounts are removed/deleted promptly when the user leaves the organization.
- Ensuring that the transactions submitted are valid and recognized by ForwardHealth.
- Ensuring that all users they establish know and follow security and guidelines as required by HIPAA (Health Insurance Portability Accountability Act of 1996). As Portal administrators establish their Portal account and create accounts for others to access private information, administrators are reminded that all users must comply with HIPAA. The HIPAA privacy and security rules require that the confidentiality, integrity, and availability of PHI (protected health information) are maintained at all times. The HIPAA Privacy Rule provides guidelines governing the disclosure of PHI. The HIPAA Security Rule delineates the security measures to be implemented for the protection of electronic PHI. If Portal administrators have any questions concerning the protection of PHI, visit the Portal for additional information.

Portal administrators have access to all secure functions for their Portal account.

## Establish an Administrator Account

All Portal accounts require an administrator account. The administrator is a selected individual who has overall responsibility for management of the account. Therefore, he or she has complete access to all functions within the specific secure area of his or her Portal and are permitted to add, remove, and manage other individual roles.

Topic #4912

## Portal Clerk Administrators

A Portal administrator may choose to delegate some of the authority and responsibility for setting up and managing the users within their ForwardHealth Portal account. If so, the Portal administrator may establish a clerk administrator. An administrator or clerk administrator can create, modify, manage or remove clerks for a Portal account. When a clerk is created, the administrator or clerk administrator must grant permissions to the clerks to ensure they have the appropriate access to the functions they will perform. A clerk administrator can only grant permissions that they themselves have. For example, if an administrator gives a clerk administrator permission only for enrollment verification, then the clerk administrator can only establish clerks with enrollment verification permissions.

Even if a Portal administrator chooses to create a clerk administrator and delegate the ability to add, modify, and remove users from the same account, the Portal administrator is still responsible for ensuring the integrity and security of the Portal account.

Topic #4913

## Portal Clerks

The administrator (or the clerk administrator if the administrator has granted them authorization) may set up clerks within their ForwardHealth Portal account. Clerks may be assigned one or many roles (i.e., claims, PA (prior authorization), member enrollment verification). Clerks do not have the ability to establish, modify, or remove other accounts.

Once a clerk account is set up, the clerk account does not have to be established again for a separate Portal account. Clerks can easily be assigned a role for different Portal accounts (i.e., different ForwardHealth enrollments). To perform work under a different Portal account for which they have been granted authorization, a clerk can use the "switch org" function and toggle between the Portal accounts to which they have access. Clerks may be granted different authorization in each Portal account (i.e., they may do member enrollment verification for one Portal account, and HealthCheck inquiries for another).

Topic #4740

## Public Area of the Provider Portal

The public Provider area of the ForwardHealth Portal offers a variety of important business features and functions that will greatly assist in daily business activities with ForwardHealth programs.

### Maximum Allowable Fee Schedules

Within the Portal, all [maximum allowable fee schedules](#) for Medicaid, BadgerCare Plus, and WCDP (Wisconsin Chronic Disease Program) are interactive and searchable. Providers can enter the DOS (date of service), along with other information such as procedure code, category of supplies, or provider type, to find the maximum allowable fee. Providers can also download all fee schedules.

### Online Handbook

The Online Handbook is the single source for all current policy and billing information for ForwardHealth. The Online Handbook is designed to sort information based on user-entered criteria, such as program and provider type.

Revisions to policy information are incorporated into the Online Handbook in conjunction with published *Updates*. The Online Handbook also links to the [ForwardHealth Publications page](#), an archive section where providers can research previously published *Updates*.

### ForwardHealth Publications Archive Section

The [ForwardHealth Publications page](#), available via the Quick Links box, lists *Updates*, *Update Summaries*, archives of provider Handbooks and provider guides, and monthly archives of the Online Handbook. The ForwardHealth Publications page contains both current and obsolete information for research purposes only. Providers should use the Online Handbook for current policy and procedure questions. The *Updates* are searchable by provider type or program (e.g., physician or HealthCheck "Other Services") and by year of publication.

### Training

Providers can register for all scheduled trainings and view online trainings via the [Portal Training page](#), which contains an up-to-date calendar of all available training. Additionally, providers can view [Webcasts](#) of select trainings.

### Contacting Provider Services

Providers and other Portal users will have an additional option for contacting Provider Services through the Contact link on the Portal. Providers can enter the relevant inquiry information, including selecting the preferred method of response (i.e., telephone call or e-mail) the provider wishes to receive back from Provider Services. Provider Services will respond to the inquiry within five business days. Information will be submitted via a secure connection.

### Online Enrollment

Providers can speed up the enrollment process for Medicaid by completing a [provider enrollment application](#) via the Portal. Providers can then track their application by entering their ATN (application tracking number) given to them on completion of the application.



## Other Business Enhancements Available on the Portal

The public Provider area of the Portal also includes the following features:

- A ["What's New?"](#) section for providers that links to the latest provider publication summaries and other new information posted to the Provider area of the Portal.
- Home page for the provider. Providers have administrative control over their Portal homepage and can grant other employees access to specified areas of the Portal, such as claims and PA (prior authorization).
- [E-mail subscription](#) service for *Updates*. Providers can register for e-mail subscription to receive notifications of new provider publications via e-mail. Users are able to select, by program and service area, which publication notifications they would like to receive.
- A [forms library](#).

Topic #4741

## Secure Area of the Provider Portal

Providers can accomplish many processes via the ForwardHealth Portal, including submitting, adjusting, and correcting claims, submitting and amending PA (prior authorization) requests, and verifying enrollment.

### Claims and Adjustments Using the Portal

Providers can track the status of their submitted claims, submit individual claims, correct errors on claims, and determine what claims are in "pay" status on the Portal. Providers have the ability to search for and view the status of all of their finalized claims, regardless of how they were submitted (i.e., paper, electronic, clearinghouse). If a claim contains an error, providers can correct it on the Portal and resubmit it to ForwardHealth.

Providers can submit an individual claim or adjust a claim via DDE (Direct Data Entry) through the secure Portal.

### Submitting Prior Authorization and Amendment Requests Via the Portal

Nearly all service areas can submit PA requests via the Portal. Providers can do the following:

- Correct errors on PA or amendment requests via the Portal, regardless of how the PA request was originally submitted.
- View all recently submitted and finalized PA and amendment requests.
- Save a partially completed PA request and finish completing it at a later time. (*Note:* Providers are required to submit or re-save a PA request within 30 calendar days of the date the PA request was last saved.)
- View all saved PA requests and select any to continue completing or delete.
- View the latest provider review and decision letters.
- Receive messages about PA and amendment requests that have been adjudicated or returned for provider review.

## Electronic Communications

The secure Portal contains a one-way message center where providers can receive electronic notifications and provider publications from ForwardHealth. All new messages display on the provider's main page within the secure Portal.

## Enrollment Verification

The secure Portal offers real-time member [enrollment verification](#) for all ForwardHealth programs. Providers are able to use this tool to determine:

- The health care program(s) in which the member is enrolled.
- Whether or not the member is enrolled in a state-contracted MCO (managed care organization).
- Whether or not the member has any third-party liability, such as Medicare or commercial health insurance.

Using the Portal to check enrollment may be more efficient than calling the AVR (Automated Voice Response) system or the EVS (Enrollment Verification System) (although both are available).

Providers will be assigned a unique enrollment verification number for each inquiry. Providers can also use the "print screen" function to print a paper copy of enrollment verification inquiries for their records.

## Other Business Enhancements Available on the Portal

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

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

Topic #4401

## System and Browser Requirements

The following table lists the recommended system and browser requirements for using the ForwardHealth Portal. PES (Provider Electronic Solutions) users should note that the Windows-based requirements noted in the table apply; PES cannot be run on Apple-based systems.

| Recommended System Requirements   | Recommended Browser Requirements                 |
|---|--|
| <b>Windows-Based Systems</b>  |  |
| Computer with at least a 500Mhz processor, 256 MB of RAM, and 100MB of free disk space        | Microsoft Internet Explorer v. 6.0 or higher, or |
| Windows XP or higher operating system   | Firefox v. 1.5 or higher                         |
| <b>Apple-Based Systems</b>  |  |
| Computer running a PowerPC G4 or Intel processor, 512 MB of RAM, and 150MB of free disk space | Safari, or                                       |
| Mac OS X 10.2.x or higher operating system  | Firefox v. 1.5 or higher                         |

Topic #4742

## Trading Partner Portal

The following information is available on the public [trading partner](#) area of the ForwardHealth Portal:

- Trading partner [testing packets](#).
- [Trading partner profile](#) submission.
- [PES \(Provider Electronic Solutions\)](#) software and upgrade information.
- EDI (Electronic Data Interchange) [companion guides](#).

In the secure Trading Partner area of the Portal, trading partners can exchange electronic transactions with ForwardHealth.

Trading partners using PES should be sure to enter the Web logon and Web password associated with the ForwardHealth Trading Partner ID that will be used on PES transactions. Prior to submitting transactions through PES, trading partners must also make sure their trading partner account is entered as the "Default Provider ID" on the Switch Organization page of the secure trading partner account on the Portal.

# Training Opportunities

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Topic #12757

## Training Opportunities

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

### On-Site Sessions

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

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

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

Online (real-time, Web-based) training sessions are available and are facilitated through [HP<sup>®</sup> MyRoom](#). MyRoom sessions are offered on many of the same topics as on-site sessions, but online sessions offer the following advantages:

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

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

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

### Recorded Webcasts

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

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

### Notification of Training Opportunities

In addition to information on the Trainings page of the Portal, upcoming training session information is distributed directly through messages to providers who have secure Portal accounts and to providers who have registered for the ForwardHealth e-mail subscription service.

To sign up for a secure Portal account, click the "Request Portal Access" link in the Quick Links box on the [Provider](#) page of the Portal. To sign up for e-mail subscription, click "Register for E-mail Subscription" in the Quick Links box on the Provider page of the Portal.

## Updates

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Topic #478

### Accessing ForwardHealth Publications

*ForwardHealth Updates* are the first source of provider information. *Updates* announce the latest information on policy and coverage changes, PA (prior authorization) submission requirements, claims submission requirements, and training announcements.

The *ForwardHealth Update Summary* is posted to the ForwardHealth Portal on a monthly basis and contains an overview of *Updates* published that month. Providers with a ForwardHealth Portal account are notified through their Portal message inbox when the *Update Summary* is available on the Portal.

*Updates* included in the *Update Summary* are posted in their entirety on the Provider area of the Portal. Providers may access *Updates* from direct links in the electronic *Update Summary* as well as navigate to other Medicaid information available on the Portal.

Revisions to policy information are incorporated into the Online Handbook in conjunction with published *Updates*. The Online Handbook also includes a link to the [ForwardHealth Publications page](#), an archive section where providers can research previously published *Updates*.

Topic #4458

### Electronic Notifications from ForwardHealth

ForwardHealth sends electronic messaging via Portal Account messaging and e-mail subscription messaging to notify of newly released *ForwardHealth Updates* and the monthly *ForwardHealth Update Summary*. ForwardHealth also uses electronic messaging to communicate training opportunities and other timely information. Providers who have established a ForwardHealth Portal account automatically receive notifications from ForwardHealth in their Portal Messages inbox. Providers and other interested parties may register to receive e-mail subscription notifications.

### E-mail Subscription

When registering for e-mail subscription, providers and other interested parties are able to select, by program (Wisconsin Medicaid, BadgerCare Plus, ADAP (Wisconsin AIDS Drug Assistance Program), or WCDP (Wisconsin Chronic Disease Program)), provider type (e.g., physician, hospital, DME (durable medical equipment) vendor), and/or specific information of interest, (Trading Partner and ICD-10 (International Classification of Diseases, 10th Revision) Project Information) to designate what information they would like to receive. Any number of staff or other interested parties from an organization may sign up for an e-mail subscription and may select multiple subscription options.

### Registering for E-mail Subscription

Users may sign up for an e-mail subscription by following these steps:

1. Click the Register for E-mail Subscription link on the [ForwardHealth Portal](#) home page.
2. In the Quick Links section on the right side of the screen, click Register for E-mail Subscription.
3. The Subscriptions page will be displayed. In the E-Mail field in the New Subscriber section, enter the e-mail address to which messages should be sent.

4. Enter the e-mail address again in the Confirm E-Mail field.
5. Click Register. A message will be displayed at the top of the Subscriptions page indicating the registration was successful. If there are any problems with the registration, an error message will be displayed instead.
6. Once registration is complete, click the program for which you want to receive messages in the Available Subscriptions section of the Subscriptions page. The selected program will expand and a list of service areas will be displayed.
7. Select the service area(s) for which you want to receive messages. Click Select All if you want to receive messages for all service areas.
8. When service area selection is complete, click Save at the bottom of the page.

The selected subscriptions will load and a confirmation message will appear at the top of the page.

Topic #4460

## Full Text Publications Available

Providers without Internet access may call [Provider Services](#) to request that a paper copy of a *ForwardHealth Update* be mailed to them. To expedite the call, correspondents will ask providers for the *Update* number. Providers should allow seven to 10 business days for delivery.

# WiCall

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Topic #257

## Enrollment Inquiries

WiCall is an [AVR \(Automated Voice Response\)](#) system that allows providers with touch-tone telephones direct access to enrollment information.

Information from WiCall will be returned in the following order if applicable to the member's current enrollment:

- Transaction number: A number will be given as a transaction confirmation that providers should keep for their records.
- Benefit enrollment: All benefit plans the member is enrolled in on the DOS (date of service) or within the [DOS range selected for the financial payer](#).
- County Code: The member's county code will be provided if available. The county code is a two-digit code between 01 and 72 that represents the county in which member resides. If the enrollment response reflects that the member resides in a designated HPSA (Health Personnel Shortage Area) on the DOS or within the DOS range selected, HPSA information will be given.
- MCO (managed care organization): All information about state-contracted MCO enrollment, including MCO names and telephone numbers (that exists on the DOS or within the DOS range selected), will be listed. This information is applicable to Medicaid and BadgerCare Plus members only.
- Hospice: If the member is enrolled in the hospice benefit on the DOS or within the DOS range that the provider selected, the hospice information will be given. This information is applicable to Medicaid and BadgerCare Plus members only.
- Lock-in: Information about the [Pharmacy Services Lock-In Program](#) that exists on the DOS or within the DOS range selected will be provided. This information is applicable to Medicaid, BadgerCare Plus, and SeniorCare members only.
- Medicare: All information about Medicare coverage, including type of coverage and Medicare number, if available, that exists on the DOS or within the DOS range selected will be listed.
- Other Commercial Insurance Coverage: All information about commercial coverage, including carrier names and telephone numbers, if available, that exists on the DOS or within the DOS range selected will be listed.
- Transaction Completed: After the member's enrollment information has been given using the financial payer that was selected, providers will be given the following options:
  - To hear the information again.
  - To request enrollment information for the same member using a different financial payer.
  - To hear another member's enrollment information using the same financial payer.
  - To hear another member's enrollment information using a different financial payer.
  - To return to the main menu.

WiCall is available 24 hours a day, seven days a week. If for some reason the system is unavailable, providers may call [Provider Services](#).

## Transaction Number

The AVR system issues a transaction number every time a provider verifies enrollment, even when an individual is *not* enrolled in BadgerCare Plus or Wisconsin Medicaid. The provider should retain this transaction number. It is proof that an inquiry was made about the member's enrollment. If a provider thinks a claim was denied in error, the provider can reference the transaction number to ForwardHealth to confirm the enrollment response that was actually given.

Topic #6257



## Entering Letters into WiCall

For some WiCall inquiries, health care providers are required to enter their taxonomy code with their NPI (National Provider Identifier). Because taxonomy codes are a combination of numbers and letters, telephone key pad combinations, shown in the table below, allow providers to successfully enter taxonomy code letters for WiCall functions (e.g., press \*21 to enter an "A," press \*72 to enter an "R").

| Letter | Key Combination | Letter | Key Combination |
|--------|-----------------|--------|-----------------|
| A      | *21             | N      | *62             |
| B      | *22             | O      | *63             |
| C      | *23             | P      | *71             |
| D      | *31             | Q      | *11             |
| E      | *32             | R      | *72             |
| F      | *33             | S      | *73             |
| G      | *41             | T      | *81             |
| H      | *42             | U      | *82             |
| I      | *43             | V      | *83             |
| J      | *51             | W      | *91             |
| K      | *52             | X      | *92             |
| L      | *53             | Y      | *93             |
| M      | *61             | Z      | *12             |

Additionally, providers may select option 9 and press "#" for an automated voice explanation of how to enter letters in WiCall.

Topic #466

## Information Available Via WiCall

WiCall, ForwardHealth's AVR (Automated Voice Response) system, gathers inquiry information from callers through voice prompts and accesses ForwardHealth interChange to retrieve and "speak" back the following ForwardHealth information:

- Claim status.
- Enrollment verification.
- PA (prior authorization) status.
- Provider CheckWrite information.

*Note:* ForwardHealth releases CheckWrite information to WiCall no sooner than on the first state business day following the financial cycle.

Providers are prompted to enter NPI (National Provider Identifier) or provider ID and in some cases, NPI-related data, to retrieve query information.

In all inquiry scenarios, WiCall offers the following options after information is retrieved and reported back to the caller:

- Repeat the information.
- Make another inquiry of the same type.
- Return to the main menu.
- Repeat the options.

## Claim Status

Providers may check the status of a specific claim by selecting the applicable program ("financial payer" option, i.e., Wisconsin Medicaid, WCDP (Wisconsin Chronic Disease Program), or WWWP (Wisconsin Well Woman Program) by entering their provider ID, member identification number, DOS (date of service), and the amount billed.

*Note:* Claim information for BadgerCare Plus and SeniorCare is available by selecting the Medicaid option.

## Enrollment Verification

Providers may request enrollment status for any date of eligibility the member has on file by entering their provider ID and the member ID. If the member ID is unknown, providers may enter the member's date of birth and SSN (Social Security number). Additionally, the provider is prompted to enter the "From DOS" and the "To DOS" for the inquiry. The "From" DOS is the earliest date the provider requires enrollment information and the "To" DOS must be within 365 days of the "From" DOS.

Each time a provider verifies member enrollment, the enrollment verification is saved and assigned a transaction number as transaction confirmation. Providers should note the transaction number for their records.

## Prior Authorization Status

Except in certain instances, providers may obtain the status of PA requests for Medicaid and WCDP via WiCall by entering their provider ID and the applicable PA number. If the provider does not know the PA number, there is an option to bypass entering the PA number and the caller will be prompted to enter other PA information such as member ID and type of service (i.e., NDC (National Drug Code), procedure code, revenue code, or ICD (International Classification of Diseases) procedure code.) When a match is found, WiCall reports back the PA status information, including the PA number for future reference, and the applicable program.

Information on past PAs is retained indefinitely. Paper PAs require a maximum of 20 working days from receipt to be processed and incorporated into WiCall's PA status information.

*Note:* PA information for BadgerCare Plus and SeniorCare is available by selecting the Medicaid option.

Topic #765

# Quick Reference Guide

The WiCall [AVR \(Automated Voice Response\) Quick Reference Guide](#) displays the information available for WiCall inquiries.

## Automated Voice Response Quick Reference Guide

