

Affected Programs: All Programs

To: All Providers, HMOs and Other Managed Care Programs

ForwardHealth Provider Communications

This *ForwardHealth Update* describes the methods of how all providers will receive program information post-implementation of ForwardHealth interChange.

ForwardHealth interChange

In October 2008, the Department of Health Services (DHS) will implement ForwardHealth interChange, which replaces Wisconsin's existing Medicaid Management Information System (MMIS). ForwardHealth interChange will be supported as part of the State's new fiscal agent contract with EDS. With ForwardHealth interChange, providers and trading partners will have more ways to verify member enrollment and submit electronic claims, adjustments, and prior authorization requests through the secure ForwardHealth Portal. Refer to the March 2008 *ForwardHealth Update* (2008-24), titled "Introducing ForwardHealth interChange, a New Web-Based Information System for State Health Care Programs," for an overview of the implementation and a more detailed outline of the many business process enhancements and added benefits the new system and fiscal agent contract will provide.

ForwardHealth Updates

Updates are the first source of program policy information for providers and will be used to communicate policy and procedure information about the following programs.

- Wisconsin Medicaid.
- BadgerCare Plus.

- Medicaid and BadgerCare Plus managed care programs.
- SeniorCare.
- Wisconsin Chronic Disease Program.
- Wisconsin Well Woman Medicaid.
- Wisconsin Well Woman Program.

The information in *Updates* will be organized and communicated in a way that will specify which health care program and which providers are affected by the information. At the end of each month, providers will receive a monthly *Update* summary that contains all of the *Updates* issued earlier that month. For example, the November *Update* summary will be released at the end of November with a list of all the *Updates* issued in November.

Providers are reminded that they are responsible for all information included in the *Updates*.

Multiple Ways to Access ForwardHealth Publications

Beginning in October 2008, providers will be able to receive *Updates* and *Update Summaries* in several ways. Providers may choose to receive notification on paper via U.S. mail or through a new e-mail subscription service. Providers who have established a ForwardHealth Portal account will automatically receive notification of *Updates* and the monthly *Update Summary* in their Portal message box. Providers will receive notification via their Portal accounts or e-mail subscription much

sooner than on paper. Certain providers may choose *not* to receive *Updates* and the monthly *Update Summary*.

ForwardHealth Portal Account

Providers who establish a Portal account will no longer receive the *Update* summary on paper through the U.S. mail. Providers are still bound to the program's rules, policies, and regulations even if they no longer receive the *Update Summary* through the mail.

Mail

ForwardHealth will continue to mail the monthly *Update Summary* to providers who do not have a ForwardHealth Portal account.

E-mail Subscription Service

Providers and other interested parties may sign up on the Portal to receive e-mail notifications of new provider publications. Users are able to select, by program (Wisconsin Medicaid/BadgerCare Plus or WCDP) and provider type (e.g., physician, hospital, durable medical equipment vendor), which publication notifications they would like to receive. Any number of staff or other interested parties from an organization may sign up for an e-mail subscription. Providers who sign up for an e-mail subscription will continue to receive paper copies of the monthly *Update Summary*.

Users may sign up for an e-mail subscription by following these steps:

1. Go to the Portal at www.forwardhealth.wi.gov/.
2. Click on the "Providers" link or button.
3. Click the "Subscribe to Provider Notifications" link from the Quick Links box on the right side of the screen.
4. Register by supplying e-mail address.

Users may register for additional electronic subscriptions by adding service areas listed under "Available Subscriptions" on the right side of the subscriptions page.

Full-Text Publications Available

Providers may request full text versions of *Updates* to be mailed to them by calling Provider Services at (800) 947-9627.

Online Handbook

ForwardHealth is excited to bring the Online Handbook to the Wisconsin provider community, as it allows providers access to *all* policy and billing information for Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program (WCDP) in one centralized place. The Online Handbook will replace the Medicaid All-Provider Handbook and all Medicaid service-specific handbooks as well as all previously issued *Updates*. It will also replace the WCDP Provider Handbook. A secure Portal account is not required to use the Online Handbook as it is available to all Portal visitors.

Revisions to policy information are incorporated immediately after policy changes have been issued in *Updates* so providers will no longer need to search through previous *Updates* and handbooks for the current policy information. The Online Handbook also includes an archived section so providers can research past policy changes.

The Online Handbook, which will be 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 similar to the current provider handbooks with each service broken down into sections and chapters. Sections within each handbook may include the following:

- ✓ Certification.
- ✓ Claims.
- ✓ Coordination of Benefits.
- ✓ Covered and Noncovered Services.
- ✓ Managed Care.
- ✓ Prior Authorization.
- ✓ Member Information.
- ✓ Reimbursement.
- ✓ Resources.

Each section consists of separate chapters (e.g., claims submission, procedure codes), which contain further detailed information.

After implementation, providers can access the Online Handbook by following these steps:

1. Go to the Portal at www.forwardhealth.wi.gov/.
2. Click the “Online Handbooks” link in the upper left “Providers” box.

Online handbooks are also available through “Quick Links” on the provider’s public and secure Portal pages.

Advanced Search Function

The advanced search function will allow 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 at www.forwardhealth.wi.gov/.
2. Click the “Online Handbooks” link in the upper left “Providers” box.
3. Complete the two drop-down selections at the right to narrow the search by program and service area, if applicable. This is not needed if providers wish to search the entire Online Handbook.
4. Click “Advanced Search” to open the advanced search options.
5. Enter the word or phrase you would like to search.
6. Select “Search within the options selected above” or “Search all handbooks, programs and service areas.”
7. Click the “Search” button.

Archive Area

The archive information area will allow 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 at www.forwardhealth.wi.gov/.
2. Click the “Online Handbooks” link in the upper left “Providers” box.
3. Select a program and service area. Both of these fields are required.
4. Click on the “View Archive Information” link.

Program Information for Wisconsin Well Woman Program

Information for the Wisconsin Well Woman Program (WWWP) will not initially be included in the Online Handbook. Links to program information for WWWP will be located on the Provider area of the Portal.

More Information

For more detailed information about the Portal, refer to the July 2008 *Update* (2008-94), titled “Introducing the ForwardHealth Portal,” and the July 2008 *Update* (2008-124), titled “Establishing a Provider Account on the ForwardHealth Portal.”

The *ForwardHealth Update* is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Health Care Access and Accountability, Wisconsin Department of Health Services (DHS). Wisconsin Well Woman Program is administered by the Division of Public Health, Wisconsin DHS.

For questions, call Provider Services at (800) 947-9627 or visit our Web site at dhs.wisconsin.gov/forwardhealth/.

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