

Affected Programs: All Programs

To: All Providers, HMOs and Other Managed Care Programs

ForwardHealth Forms with Barcodes Support Efficient Processing

This *ForwardHealth Update* gives providers information about new imaging software that will be used to process forms following implementation of ForwardHealth interChange, and the form requirements that will result with the use of the new software.

Implementation of 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 (PA) 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.

Forms with Barcodes

With implementation of ForwardHealth interChange, most paper forms received by ForwardHealth, such as

claim adjustment requests, PA forms, and the hospice election form, will be processed using new imaging software. The new imaging software will increase processing efficiency by alleviating the need for keying in data from paper forms, therefore potentially reducing processing time. This new software will also automate handling of the vast amount of documents that are submitted to ForwardHealth by reading barcodes that are placed on all ForwardHealth forms and identifying what type of form is being processed. If a form does not contain a barcode, it cannot be processed by the new software.

Mandatory vs. Voluntary Forms

There are two types of ForwardHealth-issued forms: mandatory and voluntary. The introductory information within the instructions for each form, or near the top of the form itself, identifies whether the form is mandatory or voluntary.

Mandatory Forms

If a form is mandatory, providers are required to submit the form that was issued by ForwardHealth. All mandatory forms will contain a barcode. ForwardHealth will not accept altered versions of these forms.

Voluntary Forms

Some forms are optional for provider to use. Providers do not necessarily need to complete or submit these

forms to ForwardHealth. This type of form is considered voluntary. These forms will also contain a barcode, so if providers choose to complete and submit these forms, the providers are required to use the ForwardHealth version of the form. Providers should refer to their service-specific materials for more information on forms and documentation requirements.

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/.

P-1250