

Affected Programs: BadgerCare Plus, Medicaid, SeniorCare, Wisconsin Chronic Disease Program

To: All Providers, HMOs and Other Managed Care Programs

Planned Effective Dates for Claim Submission and Other Changes for ForwardHealth interChange Implementation

This *ForwardHealth Update* provides planned effective dates for all providers for changes that will occur as a result of the implementation of ForwardHealth interChange. The effective dates are related to the following:

- Electronic transactions.
- Paper claims.

ForwardHealth interChange is the new claims processing system replacing the current Medicaid Management Information System.

Planned Effective Dates

ForwardHealth interChange is the new claims processing system that will replace the current Medicaid Management Information System (MMIS) and other program-specific claims processing systems. The ForwardHealth interChange system is currently scheduled to be implemented on Monday, October 13, 2008. This *ForwardHealth Update* provides the planned effective dates for claims-related changes that will occur if interChange is implemented as currently scheduled. These dates apply to providers in Medicaid, BadgerCare Plus, SeniorCare, Wisconsin Chronic Disease Program (WCDP), and Wisconsin Well Woman Program (WWWP).

A final decision on the ForwardHealth interChange implementation date will be made by September 10, 2008. If implementation is delayed for any reason, providers will be notified of the delay in an *Update*. The *Update* will be posted to the ForwardHealth Web site at dhs.wisconsin.gov/forwardhealth/ during the week of September 8, 2008, and will be mailed to providers during the week of September 15, 2008. Dates in this *Update* will be the earliest possible effective dates.

Providers should be ready for ForwardHealth interChange to be implemented on October 13, 2008. Once ForwardHealth interChange is implemented, failure to follow the effective dates may result in denied claims or inappropriate payments.

Different deadlines and effective dates have been established for electronic and paper claims. Providers should consult program-specific, service-specific *Updates* published earlier announcing claim submission options available to them with the implementation of ForwardHealth interChange. For various effective dates for claim submission, refer to Attachments 1 and 2 of this *Update*.

Providers are encouraged to check the ForwardHealth Web site frequently for late-breaking news on

implementation, frequently asked questions, and recently discovered issues.

Providers who provide services requiring prior authorization (PA) should also refer to the August 2008 *Update* (2008-150), titled “Planned Effective Dates for Prior Authorization Changes for ForwardHealth interChange Implementation.”

Electronic Transactions

Claims Transactions for BadgerCare Plus, SeniorCare, and Wisconsin Medicaid

The deadlines for receiving electronic claim transactions for the current MMIS are as follows:

- All electronic claim transactions, except pharmacy Point-of-Sale (POS), for BadgerCare Plus, SeniorCare, and Medicaid members must be received by 4:00 p.m. on Friday, October 10, 2008.

Note: This time is two hours earlier than was communicated in the August ForwardHealth interChange training sessions.)

- Point-of-Sale transactions using the National Council for Prescription Drug Programs (NCPDP) Telecommunication Standard Version 5.1 format for BadgerCare Plus, SeniorCare, and Medicaid members, must be received by 8:00 p.m. on Friday, October 10, 2008.

ForwardHealth will begin accepting electronic claim transactions for ForwardHealth interChange at the following times:

- Point-of-Sale transactions for BadgerCare Plus, SeniorCare, and Medicaid members, will be accepted beginning at 8:00 a.m. on Saturday, October 11, 2008.
- All other electronic claim transactions (i.e., via the ForwardHealth Portal, Provider Electronic Solutions [PES], and the 837 Health Care Claims) for BadgerCare Plus, SeniorCare, and Medicaid

members, will be accepted beginning at 8:00 a.m. on Monday, October 13, 2008.

ForwardHealth interChange represents a major change. The Department of Health Services recognizes that there are significant changes occurring for providers with the implementation of ForwardHealth interChange scheduled for October 13, 2008. Providers are reminded to pay close attention to the deadlines and requirements outlined in this *Update*.

Immediately after implementation, providers may experience slight delays in the payment of claims or other business processes as ForwardHealth works to ensure that the new system is operating correctly through the validation of the new system. Validating the new system means that all processes and procedures need to be double checked to make sure the system is working properly prior to releasing claim payments, remittance information, notices, processing PAs, etc. Providers should allow additional time to adjust to the new system.

With any major system implementation, there are bound to be issues. Providers are encouraged to visit the ForwardHealth Web site at dhs.wisconsin.gov/forwardhealth/ for the latest implementation news and frequently asked questions. If providers are experiencing problems with the new system, they should check the implementation status page. Providers should contact Provider Services at (800) 947-9627 if their question or problem is not addressed on the implementation status page.

Electronic claim transactions for ForwardHealth interChange must be created according to ForwardHealth Companion Documents available in the Trading Partner area of the Portal, www.forwardhealth.wi.gov/.

Electronic claim transactions other than POS transactions will not be accepted from 4:00 p.m. on Friday, October 10, 2008, until 8:00 a.m. on Monday, October 13, 2008.

Point-of-Sale transactions will not be accepted from 8:00 p.m. on Friday, October 10, 2008, until 8:00 a.m. on Saturday, October 11, 2008. This is six hours longer than the normal downtime for POS. During this extended downtime, providers may dispense medications and wait until the POS system is operational before submitting the claim for the medications. Or providers may dispense up to a 14-day supply of the medication under the emergency medication dispensing policy. Refer to the February 2007 *Update* (2007-14), titled “Emergency Medication Dispensing,” for more information about this policy.

Claims Transactions for the Wisconsin Chronic Disease Program and the Wisconsin Well Woman Program

The deadlines for receiving electronic claim transactions for the current system are as follows:

- All electronic transactions for WWWP members must be received by 4:00 p.m. on Monday, October 6, 2008.
- All electronic transactions for WCDP members, including pharmacy POS, must be received by 4:00 p.m. on Tuesday, October 7, 2008.

ForwardHealth will begin accepting electronic claims transactions for ForwardHealth interChange at the following times:

- Real time Point-of-Sale transactions for WCDP members will be accepted beginning at 8:00 a.m. on Saturday, October 11, 2008.
- All other electronic claim transactions (i.e., the Portal, PES, and the 837s) for WCDP and WWWP members will be accepted beginning at 8:00 a.m. on Monday, October 13, 2008.

Electronic claim transactions for ForwardHealth interChange must be created according to ForwardHealth Companion Documents available in the Trading Partner area of the Portal.

For WWWP providers, electronic claim transactions will not be accepted from 4:00 p.m. on Monday, October 6, 2008, to 8:00 a.m. on Monday, October 13, 2008.

For WCDP providers, electronic claim transactions will not be accepted from 4:00 p.m. on Tuesday, October 7, 2008, until 8:00 a.m. on Monday, October 13, 2008, except for pharmacy POS. Point-of-Sale transactions will not be accepted from 4:00 p.m. on Tuesday, October 7, 2008, until 8:00 a.m. on Saturday, October 11, 2008.

Other Transactions

The deadline for receiving the 270 Health Care Eligibility/Benefit Inquiry transaction for the current MMIS is 4:00 p.m. on Friday, October 10, 2008.

Responses to inquiries submitted before the deadline will be posted in their current location.

The 270 and the 276 Health Care Claims Status Request transactions for all ForwardHealth programs will be accepted beginning at 8:00 a.m. on Monday, October 13, 2008.

Transactions for ForwardHealth interChange must be created according to ForwardHealth Companion Documents available in the Trading Partner area of the Portal.

Electronic transactions for the 270 will not be accepted from 4:00 p.m. on Friday, October 10, 2008, until 8:00 a.m. on Monday, October 13, 2008.

Paper Forms Related to Claims

Providers should allow four to five days for mail delivery of their paper forms when meeting the deadlines identified in this *Update*.

Revised Completion Instructions

For all programs, ForwardHealth must receive all paper claim forms completed using the current claim form completion instructions by Friday, September 26, 2008.

This applies to the following claim forms:

- UB-04 Claim Form.
- 1500 Health Insurance Claim Form.
- American Dental Association (ADA) 2006 Claim Form.

Claims received by ForwardHealth on and after Monday, September 29, 2008, must be completed using the post-implementation claim form completion instructions published earlier in service-specific *ForwardHealth Updates*. Claims submitted using the old completion instructions will be entered into ForwardHealth interChange and denied.

Note: Although paper claims completed using the new instructions will be accepted and scanned as of Monday, September 29, they will not begin processing until ForwardHealth interChange is implemented on October 13, 2008.

Revised Forms and Completion Instructions

The deadline for receiving the following forms is Friday, September 26, 2008:

- Adjustment/Reconsideration Request, HCF 13046 (Rev. 08/05).
- Noncompound Drug Claim, HCF 13072 (Rev. 06/03).
- Compound Drug Claim, HCF 13073 (Rev. 06/03).
- Pharmacy Special Handling Request, HCF 13074 (Rev. 06/06).

Current forms received after the deadline will be returned to the provider unprocessed.

Beginning on Monday, September 29, 2008, ForwardHealth will accept the following revised forms, published earlier in service-specific *Updates*:

- Adjustment/Reconsideration Request, F-13046 (10/08).
- Noncompound Drug Claim, F-13072 (10/08).
- Compound Drug Claim, F-13073 (10/08).

- Pharmacy Special Handling Request, F-13074 (10/08).

Note: Although these forms will be accepted and scanned, they will not begin processing until ForwardHealth interChange is implemented on October 13, 2008.

Claim Numbers

The number used to identify claims processed before implementation will be changed as follows:

- The claim's internal control number (ICN), assigned when the claim was processed in the current system, will become the claim's transaction control number (TCN) in ForwardHealth interChange.
- The claim will be assigned a new, 13-digit ICN in ForwardHealth interChange.

Providers initiating reconsideration of a paid (i.e., allowed) claim that processed prior to implementation must first obtain the claim's new ICN before completing an Adjustment/Reconsideration Request. Providers can obtain the new ICN by using the claim search feature of the Portal. The provider must key the TCN into the appropriate field and the claim with its new ICN will be displayed. Providers can also obtain the new ICN by calling the Provider Services call center and giving the correspondent the claim's TCN.

Effective Dates for Financial Cycles

The last financial cycles in the current system for financial payers Medicaid, WCDP, and WWWP will occur on the following dates:

- Monday, October 6, 2008, for WWWP.
- Tuesday, October 7, 2008, for WCDP.
- Friday, October 10, 2008, for Medicaid. (Medicaid is the payer for the Medicaid, BadgerCare Plus, and SeniorCare programs.)

Results from each of the financial cycles will be reported to affected providers via a paper Remittance and Status (R/S) Report or the 835 Health Care Claim

Payment/Advice transaction. This 835 will be posted in the current location.

The first financial cycles in ForwardHealth interChange for financial payers Medicaid, WCDP, and WWWP will occur on the following dates:

- Monday, October 13, 2008, for WWWP.
- Tuesday, October 14, 2008, for WCDP.
- Friday, October 17, 2008, for Medicaid. (Medicaid is the payer for the Medicaid, BadgerCare Plus, and SeniorCare programs.)

Results from each of the financial cycles above will be reported to affected providers via the paper Remittance Advice (RA) or the 835 transaction posted on the Portal. Refer to the August 2008 *Update* (2008-135), titled “ForwardHealth Announces the New Remittance Advice.”

Effective Dates for Anesthesia Changes

For paper claims and adjustment requests received on and after September 29, 2008, or electronic claim and adjustment requests received on and after October 13, 2008, anesthesia providers are required to indicate a quantity of “1” for one minute of anesthesia services. (For example, if anesthesia services were provided for a total of 26 minutes, the provider would indicate “26” units in Element 24G of the 1500 Health Insurance Claim Form.)

When interChange is implemented, the quantities indicated on anesthesia claims in a paid status will be changed from one unit being equal to 15 minutes to one unit being equal to one minute. For example, a paid anesthesia claim having one detail with a quantity of three will be changed in history to reflect a quantity of 45. As a result, providers wanting to adjust the quantity of a claim that processed prior to implementation should realize that the quantity on the original claim now indicates minutes. Refer to the July 2008 *Update* (2008-103), titled “ForwardHealth Announces Changes to Paper and Electronic Claims Submission for Anesthesia

Services,” for more information on changes to claim submissions for anesthesia services.

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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ATTACHMENT 1

Calendar of ForwardHealth interChange Implementation Dates for Claims Submission

Dates provided below are based on the implementation of ForwardHealth interChange on Monday, October 13, 2008.

September/October 2008						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
21 (September)	22	23	24	25	26 Paper claims: Last day ForwardHealth will accept from Medicaid, WCDP ¹ , and WWWP ² providers paper claim forms completed using current claim instructions.	27
28	29 Paper claims: ForwardHealth will begin accepting from Medicaid, WCDP, and WWWP providers paper claim forms completed using implementation claim instructions.	30	1 (October)	2	3	4
5	6 Electronic transactions: Deadline for accepting all claim transactions for current system processing for WWWP providers — 4:00 p.m.	7 Electronic transactions: Deadline for accepting all claim transactions, including Point-of-Sale (POS), for current system processing for WCDP providers — 4:00 p.m.	8	9	10 Electronic transactions: Deadline for accepting all claim transactions, except POS, for MMIS ³ processing for Medicaid providers — 4:00 p.m. Deadline for accepting POS transactions for MMIS processing for Medicaid providers — 8:00 p.m.	11 Electronic transactions: POS available for Medicaid and WCDP pharmacies for processing claims in interChange — 8:00 a.m.
12 Electronic transactions: ForwardHealth will not accept claim transactions, except POS.	13 Electronic transactions: 837 Health Care Claims, Provider Electronic Solutions (PES), and Portal are all available for Medicaid, WCDP, and WWWP providers for processing claims in interChange — 8:00 a.m.	14	15	16	17	18

¹ WCDP: Wisconsin Chronic Disease Program.

² WWWP: Wisconsin Well Woman Program.

³ MMIS: Medicaid Management Information System.

ATTACHMENT 2

Claim Submission Dates for ForwardHealth interChange Implementation

Dates of claim submissions based on the implementation of ForwardHealth interChange on Monday, October 13, 2008, are illustrated below.

Medicaid, BadgerCare Plus, and SeniorCare (All Times Listed Are Central Time)			
Activity	Last Date for Current System	Effective Date for ForwardHealth interChange	Notes
Submission of paper claim forms	Friday, September 26, 2008	Monday, September 29, 2008	<ul style="list-style-type: none"> • Claims received starting September 29, 2008, will be accepted and scanned but will not be processed until ForwardHealth interChange is implemented on October 13, 2008. • Claims received by ForwardHealth on and after Monday, September 29, 2008, must be completed using the post-implementation claim form completion instructions published earlier in service-specific <i>ForwardHealth Updates</i>. • Claims received on and after September 29, 2008, that follow old completion instructions will be held, keyed into ForwardHealth interChange, and denied.
Submission of 837 Health Care Claim (837) transactions	4:00 p.m., Friday, October 10, 2008	8:00 a.m., Monday, October 13, 2008	837 Health Care Claim transactions will not be accepted from 4:00 p.m. on October 10, 2008, until 8:00 a.m. on October 13, 2008.
Submission of Provider Electronic Solutions (PES) transactions — 837	4:00 p.m., Friday, October 10, 2008	8:00 a.m., Monday, October 13, 2008	Provider Electronic Solutions transactions will not be accepted from 4:00 p.m. on October 10, 2008, until 8:00 a.m. on October 13, 2008.
Submission of PES transactions — National Council for Prescription Drug Programs version 1.1 (NCPDP 1.1)	Not available	8:00 a.m., Monday, October 13, 2008	National Council for Prescription Drug Programs version 1.1 through PES will be available starting at 8:00 a.m. on October 13, 2008.
Submission of Point-of-Sale (POS) transactions	8:00 p.m., Friday, October 10, 2008	8:00 a.m., Saturday, October 11, 2008	Point-of-Sale transactions will not be accepted from 8:00 p.m. on October 10, 2008, until 8:00 a.m. on October 11, 2008.
Submission of claims via Direct Data Entry through the ForwardHealth Portal	Not available	8:00 a.m., Monday, October 13, 2008	Direct Data Entry through the Portal will be available starting at 8:00 a.m. on October 13, 2008.

Wisconsin Well Woman Program (All Times Listed Are Central Time)			
Activity	Last Date for Current System	Effective Date for ForwardHealth interChange	Notes
Submission of paper claim forms	Friday, September 26, 2008	Monday, September 29, 2008	<ul style="list-style-type: none"> • Claims received starting September 29, 2008, will be accepted and scanned but will not be processed until ForwardHealth interChange is implemented on October 13, 2008. • Claims received by ForwardHealth on and after Monday, September 29, 2008, must be completed using the post-implementation claim form completion instructions published earlier in service-specific <i>Updates</i>. • Claims received on and after September 29, 2008, that follow old completion instructions will be held, keyed into ForwardHealth interChange, and denied.
Submission of 837 Health Care Claim transactions	4:00 p.m., Monday, October 6, 2008	8:00 a.m., Monday, October 13, 2008	837 Health Care Claim transactions will not be accepted from 4:00 p.m. on October 6, 2008, until 8:00 a.m. on October 13, 2008.
Submission of PES transactions	4:00 p.m., Monday, October 6, 2008	8:00 a.m., Monday, October 13, 2008	Provider Electronic Solutions transactions will not be accepted from 4:00 p.m. on October 6, 2008, until 8:00 a.m. on October 13, 2008.
Submission of claims via Direct Data Entry through the Portal	Not available	8:00 a.m., Monday, October 13, 2008	Direct Data Entry through the Portal will be available starting at 8:00 a.m. on October 13, 2008.

**Wisconsin Chronic Disease Program
(All Times Listed Are Central Time)**

Activity	Last Date for Current System	Effective Date for ForwardHealth interChange	Notes
Submission of paper claim forms	Friday, September 26, 2008	Monday, September 29, 2008	<ul style="list-style-type: none"> • Claims received starting September 29, 2008, will be accepted and scanned but will not be processed until ForwardHealth interChange is implemented on October 13, 2008. • Claims received by ForwardHealth on and after Monday, September 29, 2008, must be completed using the post-implementation claim form completion instructions published earlier in service-specific <i>Updates</i>. • Claims received on and after September 29, 2008, that follow old completion instructions will be held, keyed into ForwardHealth interChange, and denied.
Submission of 837 Health Care Claim transactions	4:00 p.m., Tuesday, October 7, 2008	8:00 a.m., Monday, October 13, 2008	837 Health Care Claim transactions will not be accepted from 4:00 p.m. on October 7, 2008, until 8:00 a.m. on October 13, 2008.
Submission of POS transactions	4:00 p.m., Tuesday, October 7, 2008	8:00 a.m., Saturday, October 11, 2008	Real-time POS is available starting at 8:00 a.m. on October 11, 2008.
Submission of PES transactions — 837	Not available	8:00 a.m., Monday, October 13, 2008	Provider Electronic Solutions is available starting at 8:00 a.m. on October 13, 2008.
Submission of PES transactions — NCPDP 1.1	Not available	8:00 a.m., Monday, October 13, 2008	National Council for Prescription Drug Programs version 1.1 through PES will be available starting at 8:00 a.m. on October 13, 2008.
Submission of claims via Direct Data Entry through the Portal	Not available	8:00 a.m., Monday, October 13, 2008	Direct Data Entry through the Portal will be available starting at 8:00 a.m. on October 13, 2008.