

Affected Programs: All Programs

To: Ambulance Providers, Audiologists, Blood Banks, Chiropractors, Counties Certified for Outpatient Mental Health/Substance Abuse Services in the Home or Community, County Mental Health Coordinators, County Substance Abuse Coordinators, Day Treatment Providers, Dentists, Federally Qualified Health Centers, HealthCheck “Other Service” Providers, HealthCheck Providers, Hearing Instrument Specialists, Home Health Agencies, Individual Medical Supply Providers, Inpatient Hospital Providers, Master’s-Level Psychotherapists, Medical Equipment Vendors, Mental Health/Substance Abuse Clinics, Nurse Practitioners, Nurses in Independent Practice, Nursing Homes, Occupational Therapists, Opticians, Optometrists, Outpatient Hospital Providers, Personal Care Agencies, Pharmacies, Physical Therapists, Physician Assistants, Physician Clinics, Physicians, Psychologists, Rehabilitation Agencies, Rural Health Clinics, Speech and Hearing Clinics, Speech-Language Pathologists, Substance Abuse Counselors, Therapy Groups, Tribal Human Service Facilitators, HMOs and Other Managed Care Programs

Planned Effective Dates for Prior Authorization Changes for ForwardHealth interChange Implementation

This *ForwardHealth Update* provides planned effective dates for all providers for the changes that will occur as a result of the Department of Health Services replacing the Medicaid Management Information System (Wisconsin Medicaid’s processing system) with ForwardHealth interChange.

Planned Effective Dates

ForwardHealth interChange is the new processing system that will replace the current Medicaid Management Information System (MMIS). The ForwardHealth interChange system is currently scheduled to be implemented on Monday, October 13, 2008. This *ForwardHealth Update* provides the planned effective dates for prior authorization (PA)-related changes that will occur if interChange is implemented as currently scheduled.

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 the 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 in this *Update* may result in returned or denied PA requests and claim denials.

These dates apply to the PA changes described in service-specific *Updates* published earlier. All providers submitting PA requests for members enrolled in Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Programs are affected by these changes, regardless of the method currently used to submit PA requests. Different deadlines and effective dates will be used for the various PA submission options. For the various implementation dates, 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 should also refer to the August 2008 *Update* (2008-149), titled “Planned Effective Dates for Claim Submission and Other Changes for ForwardHealth interChange Implementation.”

Effective Dates for Prior Authorization Submission Options

Providers should consult program-specific, service-specific *Updates* published previously announcing PA submission options available to them after the implementation of ForwardHealth interChange.

STAT-PA Requests

The deadline for receiving PA requests submitted via the current Specialized Transmission Approval Technology-Prior Authorization (STAT-PA) system is 8:00 p.m. on Friday, October 10, 2008.

ForwardHealth will begin accepting PA requests submitted via the new STAT-PA system as follows:

- For drugs, the new STAT-PA system will become available at 8:00 a.m. on Saturday, October 11, 2008.
- For orthopedic shoes and environmental lead inspections, the new STAT-PA system will become available at 8:00 a.m. on Monday, October 13, 2008.

ForwardHealth interChange represents a major change. We recognize 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 *ForwardHealth Update*.

Immediately after implementation, providers may experience slight delays in the payment of claims or other business processes as we work 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 prior authorizations, 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 1-800-947-9627 if their question or problem is not addressed on the implementation status page.

The STAT-PA system transactions for drugs will not be accepted from 8:00 p.m. on October 10, 2008, until 8:00 a.m. on October 11, 2008. During this extended downtime, providers may dispense up to a 14-day supply of the medication under the emergency medication dispensing policy. Refer to the February 2007 *Wisconsin Medicaid and BadgerCare Update* (2007-14), titled “Emergency Medication Dispensing” for more information about this policy.

The STAT-PA system transactions for orthopedic shoes and environmental lead inspections will not be accepted from

8:00 p.m. on October 10, 2008, until 8:00 a.m. on October 13, 2008.

Web Prior Authorization Requests

The deadlines for receiving PA requests submitted using Web PA are as follows:

- For all services except Birth to 3 (B-3) therapy services, Web PA requests must be received by 5:00 p.m. on Friday, September 26, 2008.
 - ✓ Additional information supporting a Web PA request submitted by mail must be received by 1:00 p.m. on Friday, October 3, 2008.
 - ✓ Additional information supporting a Web PA request submitted by fax must be received by 1:00 p.m. on Friday, October 10, 2008.
- For B-3 therapy services, Web PA requests must be received by 5:00 p.m. on Friday, October 10, 2008.

Prior authorization requests on the ForwardHealth Portal will be available for all services beginning Monday, October 13, 2008, at 8:00 a.m.

ForwardHealth will not accept Web PA requests, except for Web PA requests for B-3 therapy services, from 5:00 p.m. on Friday, September 26, 2008, until PA requests on the Portal are available at 8:00 a.m. on Monday, October 13, 2008.

ForwardHealth will not accept Web PA requests for B-3 therapy services from 5:00 p.m. on Friday, October 10, 2008, until PA requests on the Portal are available at 8:00 a.m. on Monday, October 13, 2008.

Prior Authorization Requests Submitted via Fax

The deadlines for receiving PA requests and amendment requests submitted by fax, using the current PA forms, are as follows:

- For all services, except for drug PA requests using the Prior Authorization/Brand Medically Necessary Attachment (PA/BMNA), HCF 11083 (07/08), PA requests must be received by 1:00 p.m. on Friday, October 3, 2008.
- For drug PA requests using the PA/BMNA (07/08), PA requests must be received by 1:00 p.m. on Friday, October 10, 2008.

Current PA forms received after the deadlines above will not be reviewed, but will be returned to the provider with a message that the PA request must be submitted using revised PA forms. The return may affect the grant (start) date that is eventually assigned to the PA request.

ForwardHealth will begin accepting PA and amendment requests submitted via fax using the revised PA forms, including the PA/BMNA, F-11083 (10/08), on Saturday, October 11, 2008, at 8:00 a.m.

Revised PA forms received prior to October 11, 2008, will be returned to the provider unprocessed.

Prior Authorization Requests Submitted via Mail

The deadlines for receiving PA requests by mail, using the current PA forms, are as follows:

- For all services, except for drug PA requests submitted using the current PA/BMNA, PA requests must be received by 1:00 p.m. on Friday, October 3, 2008.
- For drug PA requests submitted using the current PA/BMNA (dated 07/08), PA requests must be received by 1:00 p.m. Friday, October 10, 2008.

Current PA forms received after the deadlines above will not be reviewed, but will be returned to the provider with a message that the PA request must be submitted using revised PA forms. The return may affect the grant date that is eventually assigned to the PA request.

ForwardHealth will begin accepting PA and amendment requests submitted via mail using the revised PA forms, including the PA/BMNA (dated 10/08), on Monday, October 6, 2008, at 8:00 a.m. Please note that this time is one week later than was communicated in the August ForwardHealth interChange training sessions.

These PA forms will be stamped with the date of receipt that may be used for the eventual assigning of a grant date. However, the requests will not begin actual adjudication until Monday, October 13, 2008, when interChange is implemented.

Revised PA forms received prior to October 6, 2008, will be returned to the provider unprocessed.

NCPDP Prior Authorization Transactions

On Saturday, October 11, 2008, at 8:00 a.m, ForwardHealth will begin accepting the following NCPDP Telecommunication Standard Format Version 5.1 PA transactions: P2 reversal, P3 inquiry, and the P4 request. These transactions will enable providers to reverse or inactivate a PA, inquire about PA status, or submit a PA request. Providers should refer to the June 2008 *Update* (2008-57), titled “Changes to Prior Authorization for Pharmacy Services” for more information.

Urgent Services

BadgerCare Plus, Medicaid, and SeniorCare providers are reminded that telephone consultations with ForwardHealth staff regarding a prospective PA 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 ForwardHealth as determined by the Division of Health Care Access and Accountability (DHCAA). All telephone consultations for urgent services should be directed to the DHCAA’s Bureau of Program Integrity 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. Prior authorization 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.

Obtaining Prior Authorization Request Forms and Attachments

ForwardHealth is revising *all* paper PA forms for the implementation of interChange. While the basic information requested on the forms has not changed, the format of the forms has changed to accommodate NPI information and to add a barcode. ForwardHealth will scan each form with a barcode as it is received, which will allow greater efficiencies for processing PA requests.

Revised PA forms are available in fillable PDF or fillable Microsoft® Word from the Forms page at dhs.wisconsin.gov/ForwardHealth/ beginning mid-September and will be available from the Portal at www.forwardhealth.wi.gov/ beginning Monday, October 13, 2008.

Beginning September 29, 2008, providers may request a paper copy of a PA form for photocopying by calling Provider Services at (800) 947-9627. Questions about the forms may also be directed to Provider Services.

In addition, a copy of any PA form or attachment is available by writing to ForwardHealth. Include a return address, the name of the form, and the number of the form (if applicable) and mail the request to the following address:

ForwardHealth
Form Reorder
6406 Bridge Rd
Madison WI 53784-0003

Converting Prior Authorization Numbers

The current PA number is a seven-digit number. Beginning October 13, 2008, PA numbers will be 10-digit numbers. ForwardHealth will convert the seven-digit PA number of current PA requests into 10-digit PA numbers by adding three zeros to the front of the number. Providers should add the leading zeros to a seven-digit PA number when using WiCall or when calling Providers Services for information about the PA request.

“Returned — Provider Review” Status for Current Prior Authorizations returned to the Provider

On October 13, 2008, ForwardHealth will generate a returned provider review letter for each PA request that was returned to the provider for more information since July 15, 2008, and has not been returned to ForwardHealth.

The letter will indicate the converted PA number assigned to the request. To identify the corrections or additional information needed, providers are required to refer to the original return letter they received from the PA department. Providers are required to make the corrections or supply the requested information in the space provided on the returned provider review letter or attach additional information to the returned provider review letter before returning it to ForwardHealth. Providers can also correct PA requests that have been placed in returned provider review status on the Portal after implementation.

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 Portal. If the provider’s response is received within 30 calendar days, ForwardHealth will still consider the original receipt date on the PA 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.

Prior authorization requests returned to providers prior to July 15, 2008, will be made inactive on October 13, 2008. When ForwardHealth returns a PA request for more information and does not receive a response from the provider, the PA becomes inactive and the provider is required to submit a new PA request. This will result in a later grant date if the PA request is approved.

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

ATTACHMENT 1

Calendar of ForwardHealth interChange Implementation Dates for Prior Authorization

September/October 2008						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
21 (September)	22	23	24	25	26 Deadline for current Web Prior Authorization (Web PA) for all services, except Birth to 3 (B-3) therapy services — 5:00 p.m.	27
28	29	30	1 (October)	2	3 Deadline for accepting all current PA forms (except PA/BMNA) via mail or fax — 1:00 p.m. Deadline for accepting additional, clinical information supporting Web PA via mail — 1:00 p.m.	4
5	6 First day ForwardHealth will accept revised PA forms via mail. (Date stamped but not processed until October 13, 2008.)	7	8	9	10 Deadline for accepting current PA/RF and PA/BMNA (07/08) via mail or fax — 1:00 p.m. Deadline for accepting additional, clinical information supporting Web PA via fax — 1:00 p.m. Deadline for current Web PA for B-3 therapy services — 5:00 p.m. Deadline for current STAT- PA* — 8:00 p.m.	11 New STAT-PA for drugs available — 8:00 a.m. ForwardHealth will accept revised PA forms via fax — 8:00 a.m. ForwardHealth will accept NCPDP PA transactions — 8:00 a.m.

12	<p>13 PA requests on the ForwardHealth Portal available for all services — 8:00 a.m.</p> <p>New STAT-PA available for shoes and lead inspection — 8:00 a.m.</p>	14	15	16	17	18
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* STAT-PA = Specialized Transmission Approval Technology-Prior Authorization.

ATTACHMENT 2

Table of ForwardHealth interChange Implementation Dates for Prior Authorization

Examples of prior authorization (PA) submission 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 PA request via Specialized Transmission Approval Technology – Prior Authorization (STAT-PA)	8:00 p.m., Friday, October 10, 2008	<ul style="list-style-type: none"> • Drugs: 8:00 a.m., Saturday, October 11, 2008 • Orthopedic shoes and Environmental Lead Inspections: 8:00 a.m., Monday, October 13, 2008 	<ul style="list-style-type: none"> • STAT-PA drug transactions will not be accepted from 8:00 p.m. on October 10, 2008, until 8:00 a.m. on October 11, 2008. • STAT-PA orthopedic shoes/environmental lead inspection transactions will not be accepted from 8:00 p.m. on October 10, 2008, until 8:00 a.m. on October 13, 2008.
Submission of PA requests via Web PA	<ul style="list-style-type: none"> • All services (except Birth-to-3 (B-3) therapy services: 5:00 p.m., Friday, September 26, 2008 • B-3 therapy services: 5:00 p.m., Friday, October 10, 2008 	8:00 a.m., Monday, October 13, 2008, for all services via the ForwardHealth Portal	<ul style="list-style-type: none"> • Additional supporting documentation for Web PA requests submitted by mail or by fax must be received by 1:00 p.m. on Friday, October 3, 2008. • Web PA transactions for all services except B-3 will not be accepted from 5:00 p.m. on September 26, 2008, until 8:00 a.m. on October 13, 2008. • Web PA transactions for B-3 will not be accepted from 5:00 p.m. on October 10, 2008, until 8:00 a.m. on October 13, 2008
Submission of PA requests via Fax	<ul style="list-style-type: none"> • Drug PA requests using the PA/BMNA*: 1:00 p.m., Friday, October 10, 2008 • All other faxed PA requests: 1:00 p.m., Friday, October 3, 2008 	8:00 a.m., Saturday, October 11, 2008, for all services	<ul style="list-style-type: none"> • PA and amendment requests using current formats which are received after the planned last date for the current system will not be reviewed. They will be returned to the provider. • Revised PA forms received prior to October 11, 2008, will be returned unprocessed.

Submission of PA requests via mail	<ul style="list-style-type: none"> • Drug PA requests using the PA/BMNA: 1:00 p.m., Friday, October 10, 2008 • All other mailed PA requests: 1:00 p.m., Friday, October 3, 2008 	8:00 a.m., Monday, October 6, 2008, for all services	<ul style="list-style-type: none"> • PA and amendment requests using current formats which are received after the planned last date for the current system will not be reviewed. They will be returned to the provider. • PA and amendment requests for ForwardHealth interChange will be stamped with a receipt date which may be used in establishing a grant date. • Adjudication of PA and amendment requests received on and after October 6, 2008, will begin on October 13, 2008 • Revised PA and amendment request forms received prior to October 6, 2008, will be returned unprocessed
Submission of PA requests via NCPDP Telecommunication Standard Format Version 5.1 PA transactions: P2 reversal, P3 inquiry, and the P4 request	Not available	8:00 a.m., Saturday, October 11, 2008	Providers should refer to the June 2008 <i>ForwardHealth Update</i> (2008-57) titled: "Changes to Prior Authorization for Pharmacy Services" for more information.

* Prior Authorization/Brand Medically Necessary Attachment, HCF 11083 (07/08).

Wisconsin Chronic Disease Program (All times listed are Central Time)			
Activity	Last Date for Current System	Effective Date for ForwardHealth interChange	Notes
Submission of PA requests via Web PA	Not available	8:00 a.m., Monday, October 13, 2008, via the ForwardHealth Portal	New functionality that begins October 13, 2008
Submission of PA requests via Fax	1:00 p.m., Friday, October 3, 2008	8:00 a.m., Saturday, October 11, 2008	<ul style="list-style-type: none"> • PA and amendment requests using current formats which are received after the planned last date for the current system will not be reviewed. They will be returned to the provider. • Revised PA forms received prior to October 11, 2008, will be returned unprocessed.

Submission of PA requests via mail	1:00 p.m., Friday, October 3, 2008	8:00 a.m., Monday, October 6, 2008	<ul style="list-style-type: none"> • PA and amendment requests using current formats which are received after the planned last date for the current system will not be reviewed. They will be returned to the provider. • PA and amendment requests for ForwardHealth interChange will be stamped with a receipt date which may be used in establishing a grant date. • Adjudication of PA and amendment requests received on and after October 6, 2008, will begin on October 13, 2008 • Revised PA and amendment request forms received prior to October 6, 2008, will be returned unprocessed
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