

Affected Programs: All Programs

To: All Providers, HMOs and Other Managed Care Programs

ForwardHealth Is Issuing New Member Identification Cards with New Member Identification Numbers

This *ForwardHealth Update* contains information on issuing new member identification cards with newly assigned member identification numbers.

This *Update* also contains general information about the various member identification cards that are issued to members enrolled in a ForwardHealth program.

Implementation of ForwardHealth interChange

In November 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.

Member Identification Card Issuance with New Member Identification Numbers

ForwardHealth will begin issuing new identification cards containing newly assigned member identification numbers to all members enrolled in BadgerCare Plus, Medicaid, SeniorCare, Wisconsin Chronic Disease Program (WCDP), or Wisconsin Well Woman Program (WWWP) immediately following the implementation of ForwardHealth interChange. Cards will be issued in phases, grouped by geographical area based on the member's address. As there are over 900,000 members enrolled in various ForwardHealth programs, it will take several weeks to complete the mailing process for identification cards.

ForwardHealth is following the national trend of replacing the current Social Security number (SSN)-based identification number to a randomly assigned identification number with the implementation of ForwardHealth interChange. The new random numbers will provide greater security identity for members and their protected health data.

After the initial identification number conversion and identification card issuance, the member's old and new identification numbers will be cross-referenced so that a provider may submit claims and other transactions with either number.

Members may have multiple identification cards if they are enrolled in multiple programs that have unique identification cards, but will have only one member ID for all programs in which they are enrolled. Members may continue to use their current identification cards until they receive their new cards.

The magnetic stripe on the member's identification card with the old member ID will be deactivated no sooner than 30 days after a member has been issued a new identification card. Providers may continue to use the previous member IDs to submit claims, PA requests, and perform enrollment verification. Providers are encouraged to update their records with the new member ID as soon as possible.

Identification Numbers on Claims Remittance and Prior Authorizations

Remittance Advice (RA) for claims submitted with the member's previous member ID may contain either the new member ID only or both the new member ID and the previous member ID as follows:

- The new RA, which is replacing the current Remittance and Status Report, will contain the new member ID if a claim or a claim adjustment is submitted with a member's previous identification number.
- The 835 Health Care Claim Payment/Advice (835) transaction will contain the member's new identification number *and* the member's previous identification number for claims and adjustments submitted with the member's previous identification number. If the member's new identification number is the only identification number submitted, the 835 will contain only that number.

Note: Providers may use the member's previous identification number or the member's new identification number when submitting claim adjustment requests.

Providers may want to use the optional patient account number field (Element 26 on the 1500 Health Insurance claim form or Form Locator 3a or 3b on the UB-04 Claim Form) during the transition between the old SSN-based member ID and the new member ID. Patient account numbers will appear on the RA and 835 if submitted on the claim.

Drug Claims

For drug claim reversals, providers may indicate either the member's previous identification number or the member's new identification number on the B2 reversal transaction. Regardless of which identification number is used, providers will receive the new identification number on paper transactions and both the old and the new identification number on electronic transactions.

Prior Authorization

The following PA communications will contain only the new member ID if they are submitted with the old member ID:

- Prior Authorization Provider Decision Notice.
- Prior Authorization Amendment Returned Provider Review Letter.
- Prior Authorization Notice of Appeal Rights.
- Prior Authorization Nurse Variance Letter.
- Prior Authorization Returned Provider Review Letter.

Verifying Enrollment

Providers should use the member identification card and/or identification number to verify enrollment in ForwardHealth programs. Member enrollment lapses and/or benefits covered are the primary reason claims are denied. To reduce claim denials, it is important that providers verify the following information prior to each date of service (DOS) 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.

Verifying enrollment will also help determine if a member is responsible for cost sharing, such as copayment. Providers may use the following methods to verify enrollment:

- Portal.
- WiCall, ForwardHealth's Automated Voice Response system.
- Commercial Enrollment Vendors.
- 270/271 Health Care Enrollment/Benefit Inquiry and Information Response (270/271) transactions.
- Provider Services.

Providers performing enrollment verification with a member's previous member ID using the 270/271 transaction or the Provider area of the ForwardHealth Portal will receive a response with the member's new identification number.

Providers may verify member enrollment through WiCall by entering either member ID. WiCall will only speak back the member ID that was entered during the initial validation process. If the previous identification number is used to verify eligibility, the new identification number will not be included in the WiCall response.

For more information about methods of verifying enrollment, refer to the August 2008 *Update* (2008-151), titled "Enrollment Verification for Members Enrolled in ForwardHealth Programs."

Member Identification Cards

ForwardHealth programs issue eight different types of member identification cards. The identification cards may be used to verify a member's ForwardHealth program enrollment.

All identification cards include the member's name and a 10-digit member ID.

ForwardHealth Identification Cards

The ForwardHealth card includes the member's name, 10-digit newly assigned 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. Refer to Attachment 1 of this *Update* for an example of a ForwardHealth card.

BadgerCare Plus and Medicaid

All members enrolled in BadgerCare Plus and Medicaid will receive a new, or replacement, white plastic ForwardHealth card with a newly assigned 10-digit member ID. Providers should continue to accept the blue Forward Card and white ForwardHealth Card during the transition from the current member ID to the new member identification numbering system.

Wisconsin Chronic Disease Program

All members enrolled in WCDP will receive a new white plastic ForwardHealth card with a newly assigned member identification number that will replace the current WCDP paper cards. Refer to Attachment 1 for an example of a ForwardHealth card. If a member presents a WCDP paper card, the provider should honor the paper card.

New Wisconsin Well Woman Program Card

Wisconsin Well Woman Program members will receive a new pink plastic WWWP identification card. The WWWP card includes the member's name, the newly assigned 10-digit member ID, magnetic stripe, and signature panel. The card also has a unique, 16-digit card number on the front for internal program use. Refer to Attachment 2 for an example of a WWWP card.

Temporary Express Enrollment Cards

There are two types of temporary Express Enrollment (EE) identification cards. One is issued for pregnant women and the other for children that are enrolled in

BadgerCare Plus through EE. Refer to Attachment 3 for examples of temporary EE cards for children and pregnant women.

Providers may assist pregnant women with filling out an application for temporary ambulatory prenatal care benefits (formerly known as presumptive eligibility [PE]) through the online EE process. Express Enrollment identification cards are included on the bottom portion of the enrollment notice that is printed out and provided to the member after the on-line enrollment process is completed.

The paper application may also be used to apply for temporary ambulatory prenatal benefits for pregnant women. The beige paper identification card is attached to the last page of the application and provided to the woman after she completes the enrollment process. Refer to Attachment 4 for an example of an EE temporary card from the back of the EE application.

The online EE process is also available for adults to apply for full BadgerCare Plus benefits for children. Express Enrollment identification cards are included on the bottom portion of the enrollment notice that is printed out and provided to the member after the online enrollment process is completed. This temporary identification card is different, since providers may see more than one child listed if multiple children in one household are enrolled through EE. However; each child will receive his or her own ForwardHealth card after the application is submitted.

Each member who is enrolled through EE will receive a ForwardHealth card within three business days after the application is submitted. To ensure children and pregnant women receive needed services in a timely manner, providers should accept the printed paper EE cards for children and either the printed paper EE card or the beige identification cards for pregnant women as proof of enrollment for the dates provided on the cards.

Providers are encouraged to keep a photocopy of the card.

Presumptive Eligibility for Family Planning Waiver

The current white paper card for PE for Family Planning Waiver (FPW) has not changed. Providers should accept the white PE for FPW identification cards as proof of enrollment for the dates provided on the cards and are encouraged to keep a photocopy of the card. Refer to Attachment 5 for an example of a PE for FPW identification card.

SeniorCare Cards

Each SeniorCare member will receive a replacement SeniorCare prescription benefits card with a newly assigned member number. The SeniorCare prescription benefits card includes the member's name, the new 10-digit member ID, and the Member Services telephone number. Refer to Attachment 6 for an example of a SeniorCare card.

SeniorCare members may also have a ForwardHealth card and may receive additional benefits. Although the member may have multiple cards, he or she will only have one member ID for all programs. Providers should verify a member's enrollment to determine which benefits the individual is eligible for before providing services.

Temporary Medicaid Cards

All Medicaid certifying agencies have the authority to issue green paper temporary identification cards to applicants who meet Medicaid enrollment requirements. Temporary cards are usually issued only when an applicant is in need of medical services prior to receiving the ForwardHealth card. Providers should accept temporary cards as proof of enrollment. See Attachment 7 for an example of a temporary Medicaid card.

Identification Card Information

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. Look for a future *Update* for information about methods for verifying member enrollment.

The ForwardHealth card and the WWWW card do 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.

Member Name Changes

If a member's name on the ForwardHealth, SeniorCare, or WWWW card is different than the response given from Wisconsin's Enrollment Verification System (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 or WWWW 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 any of the above enrollment verification methods.

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 provider uses a card reader for a WWWW card and the magnetic stripe is defective, the member may call the WWWW Local Coordinating Agency (LCA) in their county to request a new card.

If a member presents a ForwardHealth or WWWW 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 at (800) 947-3544 or Provider Services at (800) 947-9627.

Lost Cards

If a Medicaid, BadgerCare Plus, WCDP, or SeniorCare member needs a replacement ForwardHealth or SeniorCare card, he or she may call Member Services to request a new one. If a WWWW member needs a replacement WWWW card, she may call the WWWW LCA in her county or Member Services at (800) 362-3002 to request a new one.

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

ForwardHealth Card




ATTACHMENT 2


Wisconsin Well Woman Card




ATTACHMENT 3

Express Enrollment Cards

Which benefit?	Status of your benefits?
	<p>You applied for BadgerCare Plus Express Enrollment on 06/26/2008. You are temporarily enrolled in BadgerCare Plus for outpatient pregnancy-related services. Your enrollment will end on or before 07/31/2008. To learn more, see your Rights and Responsibilities.</p> <p>To get regular BadgerCare Plus or Wisconsin Medicaid, you must apply online, by mail or in person:</p> <ul style="list-style-type: none"> • Online at http://access.wi.gov • By mail or in person at: Dane County Job Center 1819 Aberg Ave. Madison, WI 53704 (608) 242-7400
To learn more, see your Rights and Responsibilities.	

<p>To the Provider</p> <p>The individual listed has been temporarily enrolled through BadgerCare Plus Express Enrollment in accordance with Wis. Stat. s. 49.471. This card entitles this individual to receive pregnancy-related outpatient care including pharmacy services through BadgerCare Plus from any certified BadgerCare Plus provider for the period specified on this card. (See card effective dates.) For additional information, call Provider Services at (800) 947-9627 or see the All Provider Handbook.</p> <p>NOTE:</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 during the temporary enrollment period, including the prohibition against billing recipients. Refer to the All Provider Handbook for further information regarding this temporary ID card. Providers are encouraged to keep a photocopy of this card.</p>	<div style="text-align: right;">  </div> <p style="text-align: center;">WISCONSIN DEPARTMENT OF HEALTH AND FAMILY SERVICES</p> <p style="text-align: center;">IDENTIFICATION CARD FOR TEMPORARY ENROLLMENT IN BADGERCARE PLUS FOR PREGNANT WOMEN</p> <p>Name: Jane Smith ID Number: 0454782131</p> <p>Effective Dates: 06/26/2008- 07/31/2008</p>
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Which benefit?	Status of your benefits?
	<p>You applied for BadgerCare Plus Express Enrollment on 06/26/2008. The following individual(s) is/are temporarily enrolled in BadgerCare Plus:</p> <ul style="list-style-type: none"> • Joe Smith • Sara Smith <p>This temporary enrollment will end on or before 07/31/2008. To learn more, see your Rights and Responsibilities. In order to continue receiving BadgerCare Plus you must apply through one of the following methods:</p> <ul style="list-style-type: none"> • Online at http://access.wi.gov • By mail or in person at: Dane County Job Center 1819 Aberg Ave. Madison, WI 53704 (608) 242-7400
To learn more, see your Rights and Responsibilities.	

<p>To the Provider</p> <p>The children listed have been temporarily enrolled through BadgerCare Plus Express Enrollment in accordance with Wis. Stat. s. 49.471. This card entitles this individual to receive services through BadgerCare Plus from any certified BadgerCare Plus provider for the period specified on this card. (See card effective dates.) For additional information, call Provider Services at (800) 947-9627 or see the All Provider Handbook.</p> <p>NOTE:</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 during the temporary enrollment period, including the prohibition against billing recipients. Refer to the All Provider Handbook for further information regarding this temporary ID card. Providers are encouraged to keep a photocopy of this card.</p>	<div style="text-align: right;">  </div> <p style="text-align: center;">WISCONSIN DEPARTMENT OF HEALTH AND FAMILY SERVICES</p> <p style="text-align: center;">IDENTIFICATION CARD FOR TEMPORARY ENROLLMENT IN BADGERCARE PLUS FOR CHILDREN</p> <p>Name: Joe Smith ID Number: 0321434543</p> <p>Sara Smith 0787451231</p> <p>Effective Dates: 06/26/2008- 07/31/2008</p>
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ATTACHMENT 4

Express Enrollment Temporary Card from the Back of the Express Enrollment Application

To the Provider

The individual listed has been determined eligible for temporary enrollment in Wisconsin BadgerCare Plus in accordance with §49.471(5) Wis. Stats. This card entitles this individual to receive outpatient pregnancy-related care including pharmacy services through Wisconsin BadgerCare Plus from any certified Medicaid providers for the time period specified on this card. (See card effective dates.) For additional information, see the All Provider Handbook, Recipient Eligibility or call Medicaid Provider Services at (800)-947-9627.

NOTE: The client may present this card prior to eligibility information being recorded on the Medicaid file. Providers should keep a photocopy of this card.

WISCONSIN DEPARTMENT OF HEALTH AND FAMILY SERVICES



WISCONSIN BADGERCARE PLUS TEMPORARY IDENTIFICATION CARD FOR EXPRESS ENROLLMENT FOR PREGNANT WOMEN

SECTION V – WISCONSIN BADGERCARE PLUS TEMPORARY EXPRESS ENROLLMENT FOR PREGNANT WOMEN IDENTIFICATION CARD

Card Effective Dates (MM/DD/YY)		Medical Status Code	MA ID Number	Agency Code
From	Through	<input type="checkbox"/> BV <input type="checkbox"/> BW		

Client Name and Address

TO THE PATIENT

This card identifies you as being eligible to receive outpatient pregnancy related care through the Wisconsin BadgerCare Plus Express Enrollment program. You may receive these services from **any certified Medicaid provider**. You must present this card to your provider **BEFORE** receiving medical care, services or supplies. In order to qualify for Wisconsin BadgerCare Plus benefits after the expiration date of this card, you must apply at your local county/tribal social or human services agency (or other application site) immediately. If you have any questions call: **1-800-362-3002**.

ATTACHMENT 5

Presumptive Eligibility for Family Planning Waiver Card

To the Provider

The individual listed has been determined presumptively eligible for Wisconsin Medicaid in accordance with §49.465 Wis. Stats. This card entitles this individual to receive certain family planning related services including certain family planning related pharmacy services through Wisconsin Medicaid from any certified Medicaid providers for the time period specified on this card. (See card effective dates.) For additional information, see the All Provider Handbook, Recipient Eligibility or call Medicaid Provider Services at (800) 947-9627.

NOTE: The client may present this card prior to eligibility information being recorded on the Medicaid file. Providers should keep a photocopy of this card.

WISCONSIN DEPARTMENT OF HEALTH AND FAMILY SERVICES

WISCONSIN MEDICAID TEMPORARY IDENTIFICATION CARD FOR PRESUMPTIVE ELIGIBILITY FOR THE FAMILY PLANNING WAIVER PROGRAM



SECTION IV - WISCONSIN MEDICAID PRESUMPTIVE ELIGIBILITY FOR THE FAMILY PLANNING WAIVER PROGRAM TEMPORARY IDENTIFICATION CARD

Card Effective Dates (MM/DD/YY)		Medical Status Code	MA ID Number	Agency Code
From	Through	PF		

Client Name and Address

To the Patient

This card identifies you as being eligible to receive certain family planning services through the Wisconsin Medicaid Presumptive Eligibility for the Family Planning Waiver Program. You may receive these services from **any certified Medicaid Provider**. You must present this card to your provider **BEFORE** receiving medical care, services or supplies. In order to qualify for Wisconsin Medicaid Program benefits after the expiration date of this card, you must apply at your local county/tribal social or human services agency (or other application site) immediately. If you have any questions call: **1-800-362-3002**.

ATTACHMENT 6

SeniorCare Identification Card

SENIORCARE
Prescription Drugs for Wisconsin Seniors **X**

RxBIN 610499
Issuer (80840)

ID 1234567890

Name IMA PARTICIPANT

Participants:

- Show this card each time you get your prescription drugs.
- For customer service, call 1-800-657-2038.

Pharmacists:

Submit claims electronically or send paper claims to:


Claims and Adjustments Unit
6406 Bridge Rd.
Madison, WI 53784-0002

Provider Services: 1-800-947-9627

ATTACHMENT 7

Temporary Medicaid Card

THIS IS YOUR NEW ID CARD. IT IS VALID FOR THE DATES SHOWN.
SEPARATE IT FROM THE REST OF THE FORM BY TEARING ALONG THE DOTTED LINES.

AGENCY		ELIGIBLE FOR DATES			
ID NUMBER	ELIGIBLE RECIPIENT	BIRTHDATE	SEX	OTHER COVERAGE	
					
<p>OUT-OF-STATE NON-EMERGENCY SERVICES REQUIRE PRIOR AUTHORIZATION. YOUR PROVIDER MUST WRITE TO: WISCONSIN MEDICAID OUT-OF-STATE PRIOR AUTHORIZATION STE 88 6406 BRIDGE RD MADISON WI 53784-0088</p>					
<p>STATE OF WISCONSIN MEDICAID FOSTER CARE PROGRAM TEMPORARY IDENTIFICATION CARD FXXXXXX VOID</p>					

EDS FORMS MANAGEMENT 482-0088 (REV. 8/05) SERIAL NO. 23010001 04/04/05 10:00 AM:WISN FEDERAL AFFAIRS DIVISION 4/05

WISCONSIN MEDICAID RECIPIENT SERVICES
 PO BOX 6678
 MADISON WI 53716-0678

NOTICE TO PROVIDERS:

THIS TEMPORARY MEDICAID IDENTIFICATION CARD IS BEING USED WHILE MEDICAID ELIGIBILITY IS PROCESSED FOR THE FOSTER CHILD NAMED ON THE FRONT. THE INFORMATION ON THIS CARD IS MANUALLY COMPLETED BY THE FOSTER CARE AGENCY, AND **THE CARD WILL OFTEN BE PRESENTED BEFORE THE ELIGIBILITY INFORMATION IS TRANSMITTED TO THE MEDICAID FISCAL AGENT.** ELIGIBILITY IS GUARANTEED FOR THE DATES SHOWN ON THE FRONT AND IT IS IMPORTANT TO PROVIDE SERVICES WHEN THIS CARD IS PRESENTED. REFER TO THE ALL-PROVIDER HANDBOOK FOR FURTHER INFORMATION REGARDING THE TEMPORARY IDENTIFICATION CARD. PROVIDERS ARE ENCOURAGED TO KEEP A PHOTOCOPY OF THIS CARD.

NOTICE TO CARDHOLDERS:

THIS IS A TEMPORARY MEDICAID IDENTIFICATION CARD FOR THE CHILD IN YOUR CARE. IT IS VALID FOR THE DATES SHOWN ON THE FRONT. KEEP THIS CARD WITH YOU UNTIL IT EXPIRES OR UNTIL YOU RECEIVE A REPLACEMENT IDENTIFICATION CARD FOR THE CHILD.

FOR QUESTIONS REGARDING:
 MEDICAID ELIGIBILITY, CALL THE CERTIFYING FOSTER CARE AGENCY.
 MEDICAID SERVICES COVERAGE, CALL 1-800-362-3002 (TTY AVAILABLE).

Void