

Affected Programs: BadgerCare Plus, Medicaid, Wisconsin Chronic Disease Program, Wisconsin Well Woman Program

To : All Providers, HMOs and Other Managed Care Programs

Claims and Adjustments Using the ForwardHealth Portal

This *ForwardHealth Update* introduces a new claims submission process that may be completed via the secure Provider area of ForwardHealth Portal. The Portal is available to all ForwardHealth providers, including Wisconsin Chronic Disease Program providers and Wisconsin Well Woman Program providers. Providers may access the Portal with the implementation of ForwardHealth interChange in November 2008.

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 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.

This *Update* introduces resources that are new to all providers and previews resources that will be available to Wisconsin Chronic Disease Program (WCDP) providers and Wisconsin Well Woman Program (WWWP) providers for the first time with the implementation of ForwardHealth interChange.

ForwardHealth Portal

The DHS is excited to bring the Portal to the Wisconsin provider community as it allows providers and trading partners greater access to, and improved services from, ForwardHealth. A new Portal will be launched in November at www.forwardhealth.wi.gov/ where providers, trading partners, managed care organizations, and partners will have access to both public and secure information. The secure Provider area of the Portal allows providers to conduct business with ForwardHealth. The public Portal area allows general ForwardHealth information accessibility to all users. Members will have a separate Web site, www.forwardhealth.wi.gov/members/, to access general health care program information and apply for benefits online.

Refer to the July 2008 *Update* (2008-94), titled "Introducing the ForwardHealth Portal," for more information.

New Features for Claims and Adjustments on the Portal

Effective with implementation of interChange, providers can use the following new claim features on the Portal to do the following:

- Submit professional and institutional claims.
- Submit adjustments for all claim details that have been paid by ForwardHealth.
- Correct errors on all claims submitted to ForwardHealth and resubmit them.
- Copy a previously submitted claim, alter it to reflect the new data, and resubmit it as a new claim.
- Search for and view status of all claims submitted to ForwardHealth.

Direct Data Entry of Professional and Institutional Claims on the Portal

Providers will be able to submit professional and institutional claims to ForwardHealth via Direct Data Entry (DDE) on the Portal. Direct Data Entry is an online application that allows providers to submit claims directly to ForwardHealth. Direct Data Entry is not available for dental or pharmacy claims at this time.

When submitting claims via DDE, required fields are indicated with an asterisk next to the field. If a required field is left blank, the claim will not be submitted and a message will appear prompting the provider to complete the specific required field(s). Portal help is available for each online application screen. In addition, search functions accompany certain fields so providers do not need to look up the following information in secondary resources.

On professional claim forms, providers may search for and select the following:

- Procedure codes.
- Modifiers.
- Diagnosis codes.
- Place of service codes.

On institutional claim forms, providers may search for and select the following:

- Type of bill.
- Patient status.
- Admission source.
- Admission type.
- Diagnosis codes.
- Revenue codes.
- Procedure codes.
- Modifiers.

Fields within the claim form will automatically calculate totals for providers, eliminating potential clerical errors.

Submitting Claim Adjustments Via the Portal

Providers will be able to submit claim adjustments via the Portal. Providers may use the search function to find the specific claim they would like to adjust. Once found, the provider can alter the claim to reflect the desired change and resubmit it to ForwardHealth. Any claim (excluding dental and pharmacy) ForwardHealth has paid can be modified on the Portal and resubmitted, regardless of how the claim was originally submitted.

Correct Errors on Claims and Resubmit to ForwardHealth

Providers will be able to view explanation of benefits (EOB) codes and descriptions for any claim submitted to ForwardHealth on the Portal. The EOBs will be useful for providers to determine why a claim did not process successfully, so the provider may correct the error online and resubmit the claim. The EOB will appear on the bottom of the screen and will reference the applicable claim header or detail.

For example, the provider might see on their Remittance Advice that detail 1 of the claim was denied with the EOB code indicating the billed amount is not equally divisible by the number of dates of service. The provider may then correct the error on the claim via the Portal

online screen application and resubmit the claim to ForwardHealth.

Searching for and Viewing All Claims

All claims, including pharmacy and dental, will be available for viewing on the Portal.

To search and view claims on the Portal, providers may do the following:

- Go to the ForwardHealth Portal at www.forwardhealth.wi.gov/.
- Log in to the secure Provider area of the Portal.
- The most recent claims processed by ForwardHealth will be viewable on the provider's home page or the provider may select "claim search" and enter the applicable information to search for additional claims.
- Select the claim the provider wants to view.

Further Assistance

For questions about claims processes and procedures, providers may call Provider Services at (800) 947-9627 or contact Provider Services through the secure Portal by selecting the "Contact Us" link and entering the relevant

inquiry information; including selecting the preferred method of response (i.e., telephone call or e-mail) the provider wishes to receive back from Provider Services. Provider Services will respond to the inquiry within five business days. Providers may also contact the Portal Helpdesk at (866) 908-1363 for assistance with user accounts and passwords.

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). The 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