

Affected Programs: BadgerCare Plus, Medicaid, Wisconsin Chronic Disease Program
To : All Providers, HMOs and Other Managed Care Programs

Prior Authorization Requests and the ForwardHealth Portal

This *ForwardHealth Update* introduces a new prior authorization (PA) request submission process through the secure ForwardHealth Portal. Submitting PA requests via the Portal will be available to all BadgerCare Plus, Medicaid, and Wisconsin Chronic Disease Program providers after the implementation of ForwardHealth interChange.

Background Information

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.

This *Update* introduces a new PA request submission process available through the secure Portal. The Portal is new to all providers, including Wisconsin Medicaid, BadgerCare Plus, and Wisconsin Chronic Disease Program (WCDP) providers, with the implementation of ForwardHealth interChange. Portal PA will replace the current Web PA that is available to BadgerCare Plus and Medicaid providers only.

ForwardHealth Web 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 Portal allows providers to conduct business with ForwardHealth. The public Portal 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. Please refer to the July 2008 *ForwardHealth Update* (2008-94), titled "Introducing the ForwardHealth Portal," for more information.

In addition to the Portal, providers may submit PA requests via any of the following:

- Fax at (608) 221-8616.

- Mail to the following address:

ForwardHealth
Prior Authorization
Ste 88
6406 Bridge Rd
Madison WI 53784-0088

New Prior Authorization Features on the Portal

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

- Submit PA requests and amendments for all services that require PA.
- Receive decision notice letters and returned provider review letters.
- Correct returned PA requests and PA amendment requests.
- Search and view previously submitted PA requests.

Submitting Prior Authorization Requests and Amendment Requests

Providers can submit PA requests for all services that require PA to ForwardHealth via the secure Provider area of the Portal. To save time, providers can copy and paste information from plans of care and other medical documentation into the appropriate fields on the PA request. When completing PA attachments on the Portal, providers can take advantage of an Additional Information field at the end of the PA attachment that holds up to five pages of text that may be needed.

Providers may also submit amendment requests via the Portal for PAs with a status of “Approved” or “Approved with Modifications.”

PA Attachments on the Portal

Almost all PA request attachments can be completed and submitted on the Portal. When providers are completing PA requests, the Portal will present the necessary attachments needed for that PA request. For example, if

a physician is completing a PA request for physician-administered drugs, the Portal will prompt a Prior Authorization/”J” Code Attachment (PA/JCA), F-11034 (10/08), and display the form for the provider to complete.

All PA request attachment forms are available on the Portal at www.forwardhealth.wi.gov/ to download and print to submit by fax or through the mail.

Providers may also chose to submit their PA request on the Portal and mail or fax the PA attachment(s) and/or additional supporting documentation. If the PA attachment(s) are to be mailed or faxed, a system-generated Portal PA Cover Sheet, F-11159 (10/08), will need to be printed and sent along with the attachment to ForwardHealth for processing. Providers will need to list the attachments on the Portal PA Cover Sheet. When ForwardHealth receives the PA attachments through the mail or fax, they will be matched up with the Prior Authorization Request Form (PA/RF), F-11018 (10/08), that was completed via the Portal. See Attachment 1 for a sample Portal PA Cover Sheet.

Before submitting any PA documents, providers should save or print a copy for their records. Once the PA request is submitted, it cannot be retrieved for further editing.

Reminder: ForwardHealth will not mail back any PA request documents submitted by the providers. Refer to the provider service-specific PA *Update* for more information.

Additional Supporting Information

Providers may choose to submit additional supporting information via mail or fax. If additional supporting information is needed, providers will be prompted to print a system-generated Portal PA Cover Sheet to be sent along with the information to ForwardHealth for processing. Providers will need to list the additional

supporting information on the Portal PA Cover Sheet. See Attachment 1 for a sample Portal PA Cover Sheet.

For certain PA process types, providers can choose to upload electronic supporting information through the Portal. Files can be uploaded if the user selects a process type of 117 (Physician services), 124 (Dental services), or 125 (Orthodontic services). Photographs, X-rays and dental models may be uploaded through the Portal if the images are in a JPEG format or created with OrthoCad software (available free on the Web). Dental model OrthoCad files must be uploaded with an extension of “.3dm.” JPEG files must be uploaded with an extension of “.jpg” or “.jpeg”.

Decision Notice Letters and Returned Provider Review Letters

Providers will be able to view PA decision notices and provider review letters via the secure Provider area of the Portal. PA decision notices and provider review letters can be viewed when the PA is selected on the Portal.

Note: The PA decision notice or the provider review letter will not be available until the day after the PA request is processed by ForwardHealth.

Correcting Returned Prior Authorization Requests and Request Amendments

If a provider receives a returned provider review letter or an amendment provider review letter, he or she will be able to correct the errors identified on the returned provider review letter directly on the Portal. Once the provider has corrected the error(s), the provider can resubmit the PA request or amendment request via the Portal to ForwardHealth for processing.

Searching for Previously Submitted Prior Authorization Requests

Providers will be able to search for all previously submitted PA requests, regardless of how the PA was initially submitted. If the provider knows the PA number, he or she can enter the number to retrieve the

PA information. If the provider does not know the PA number, he or she can search for a PA by entering information in one or more of the following fields:

- Member identification number.
- Requested start date.
- Prior authorization status.
- Amendment status.

If the provider does not search by any of the information above, providers will retrieve all their PA requests submitted to ForwardHealth.

Further Assistance

For questions about PA 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) that 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

ATTACHMENT 1

Sample Portal Prior Authorization Cover Sheet

(A sample of the “Portal Prior Authorization Cover Sheet” is located on the following pages.)



DIVISION OF HEALTH CARE ACCESS AND ACCOUNTABILITY
PRIOR AUTHORIZATION
6406 BRIDGE ROAD SUITE 88
MADISON WI 53784-0088

Telephone: 800-947-9627

FAX: 608-221-8616

TTY: 608-221-4747

www.forwardhealth.wi.gov

www.forwardhealth.wi.gov/members

Jim Doyle
Governor

Karen E. Timberlake
Secretary

State of Wisconsin

Department of Health Services

PA Number: 1234567890

PA Submission Date: Month 01, 2008

PA Request Inactivation Date: Month 01, 2008

Dear I Am Provider:

A prior authorization (PA) request was submitted to ForwardHealth on Month 01, 2008, via Portal PA. In order for ForwardHealth to complete the processing of your PA request, additional supporting documentation is required. Your PA request has been assigned PA number 1234567890.

List the additional supporting documentation in the space provided on the second page of this letter.

Providers are required to send both pages of this letter and additional supporting documentation by fax at (608) 221-8616 or by mail to the following address:

ForwardHealth
Prior Authorization
Ste 88
6406 Bridge Rd
Madison WI 53784-0088

Providers are encouraged to retain a copy of all documentation for their records.

ForwardHealth must receive the additional supporting documentation within 30 calendar days of the PA submission date indicated in this letter. If the information is not received by this date, your PA request will be inactivated. If your PA request is inactivated, you will be required to submit a new PA request and a new receipt date will be established.

If you have any questions, please contact Provider Services at (800) 947-9627.

Sincerely,

ForwardHealth

F-11159 (10/08)

List the additional supporting documentation below.

1.

PA Attachment ABC

2.

Additional Supporting Information XYZ

3.

4.

5.

6.

7.

8.

9.

10.

SAMPLE