

Affected Programs: All Programs

To: All Providers, HMOs and Other Managed Care Programs

Preparing for ForwardHealth interChange Implementation

This *ForwardHealth Update* outlines steps that providers can take before and during the implementation of the new ForwardHealth interChange system. These steps include reporting National Provider Identifiers to ForwardHealth, setting up a provider account in the ForwardHealth Portal, reading publications regarding implementation, and preparing for new electronic and financial transactions.

With the implementation of ForwardHealth interChange, significant changes will occur for providers who do business with ForwardHealth programs such as BadgerCare Plus, Medicaid, SeniorCare, the Wisconsin Chronic Disease Program (WCDDP), and the Wisconsin Well Woman Program (WWWP). This *ForwardHealth Update* reviews some of the challenges posed by the implementation and offers steps that providers can take to assure a smooth transition. Refer to the Attachment of this *Update* for a checklist of the steps.

Provider Preparation for Implementation

National Provider Identifiers for Health Care Providers

With implementation, health care providers will be required to use National Provider Identifiers (NPIs) when submitting claims or prior authorization requests or conducting other business with ForwardHealth. Forms that are submitted with the provider's program-specific identification number (such as the Medicaid

provider identification number) will be denied or returned to the provider unprocessed.

Note: Non-healthcare providers (i.e., personal care only providers, specialized medical vehicle providers, Community Care Organizations, and blood banks) will continue to use their eight-digit Medicaid provider number and should not follow the instructions below.

BadgerCare Plus and Medicaid Providers

Prior to implementation, health care providers for BadgerCare Plus and Medicaid should follow these steps:

- For those providers who do not have an NPI yet, request an NPI and report the NPI to ForwardHealth.
- For those providers who submit 837 Health Care Claim (837) standard electronic transactions, submit a small number of claims to Wisconsin Medicaid that only use an NPI and NPI-related data (i.e., taxonomy and ZIP + 4). If the claims process correctly with NPI information under the current claims processing system, the provider's NPI information should be on file correctly with the interChange system.
- Refer to the April 2008 *Update* (2008-30), titled "Implementation of National Provider Identifier," for more information about NPIs.

Wisconsin Chronic Disease Program and Wisconsin Well Woman Program Providers

Prior to implementation, health care providers for WCDP and WWP should follow these steps:

- Request an NPI, for those providers who do not have an NPI yet, and report the provider's NPI to ForwardHealth if the NPI is different than an NPI that has already been submitted to Wisconsin Medicaid. Refer to the May 2008 letter mailed to WCDP providers, now available at dhs.wisconsin.gov/wcdp/index.htm, for instructions on reporting an NPI. Additional resources for reporting an NPI are available on the Wisconsin Medicaid Web site at dhs.wisconsin.gov/medicaid4/npi/index.htm.
- For those providers who submit 837 standard electronic claims transactions, submit a small number of claims that only use an NPI and NPI-related data (i.e., taxonomy and ZIP +4). If the claims process correctly with NPI information under the current claims processing system, the provider's NPI information should be on file correctly with the interChange system.

ForwardHealth Portal Accounts and Electronic Transactions

The ForwardHealth Portal is a new resource available with implementation. Providers and trading partners may conduct business with ForwardHealth via the new Portal. In order to access secure areas of the Portal and exchange electronic transactions with ForwardHealth using the Portal, providers and trading partners are required to set up the appropriate accounts on the Portal.

Provider Portal Accounts

Providers should take the following steps to establish provider Portal accounts:

- Check that the provider's computer systems and browsers meet the standards required for using the Portal. Refer to the July 2008 *Update* (2008-95), titled "Recommended System Requirements for

ForwardHealth Portal and PES Users," for detailed information about system requirements.

- Request a personal identification number (PIN).
- Set up a provider account on the Portal. See the July 2008 *Update* (2008-124), titled "Establishing a Provider Account on the ForwardHealth Portal," for more information.
- If applicable, designate a trading partner to receive the 835 Health Care Claim/Advice (835) transaction.

Provider Electronic Solutions Software

Providers who use Provider Electronic Solutions (PES) should take the following steps:

- Check that the provider's computer systems and browsers meet the standards required for using PES. Refer to *Update* 2008-95 for detailed information about system requirements.
- Complete a new Trading Partner Profile.
- Establish a trading partner account on the Portal.
- Conduct trading partner authorization testing.

ForwardHealth Trading Partner Portal Account

Providers who are also considered trading partners (i.e., providers who exchange HIPAA standard electronic transactions with ForwardHealth, including those providers who use PES claim submission software) should follow the instructions below to set up an account in the Trading Partner area of the Portal:

- Complete and submit a new Trading Partner Profile. The Trading Partner Profile may be completed and submitted online at www.forwardhealth.wi.gov/.
- Establish a trading partner account on the Portal.
- Conduct authorization testing for all of the transactions that will be exchanged with ForwardHealth.

Information about testing and copies of the Trading Partner Profile are available via the ForwardHealth Portal at www.forwardhealth.wi.gov.

Providers that Work with a Trading Partner

Providers who work with a third-party trading partner, such as a clearinghouse or a billing service, should make sure that the trading partner has filled out a new Trading Partner Profile, established a trading partner account on the Portal, and conducted authorization testing.

Designation of the 835 Health Care Claim Payment/Advice Transaction

Providers who want a trading partner to receive the 835 transaction on their behalf are required to designate the appropriate trading partner. Providers who act as their own trading partner and providers who work with a third-party trading partner are all required to designate a trading partner to receive the 835. See the July 2008 *Update* (2008-96), titled “Designating a Trading Partner to Receive 835 Health Care Claim Payment/Advice Transactions,” for more information.

Communications and Training

Providers are strongly encouraged to read all pertinent *Updates*. All published *Updates* that describe changes due to implementation are available as Portable Document Format (PDF) publications via the Department of Health Services (DHS) Web site at dhs.wisconsin.gov/ForwardHealth/updates/index.htm.

Providers should attend training sessions if possible, or view Web casts of the training sessions. Web casts are available at dhs.wisconsin.gov/medicaid4/trainings/index.htm.

The DHS Web site will post regular FAQs and will alert providers of other implementation issues and important developments. Providers are encouraged to check the Web site, dhs.wisconsin.gov/ForwardHealth/, frequently for the latest information about implementation.

Provider Agreements

BadgerCare Plus and Wisconsin Medicaid providers who did not participate in a 2007 or 2008 recertification and providers who have not filled out the new Provider

Agreement mailed earlier in 2008 need to submit a new Provider Agreement to ForwardHealth prior to implementation or they will be unable to conduct business electronically with ForwardHealth. This requirement does not apply to WCDP or WWWP providers.

Transitional Payment Process for Implementation

During the first months after implementation, payment of claims and financial transactions and other business processes may be delayed while system verification takes place. System verification checks that transactions are processed correctly and that reimbursement amounts are accurate prior to release of payments to providers.

A transitional payment process has been developed to assure continued, regular reimbursement to providers. A future publication will provide more details about the payment process.

For More Information

For current information about implementation, visit the ForwardHealth Web site at dhs.wisconsin.gov/ForwardHealth/.

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/.

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ATTACHMENT

Provider Checklist: Preparing for Implementation

Providers can follow the steps in the checklist on the following pages to prepare for the implementation of the ForwardHealth interChange system.

Preparing for Implementation Checklist
<p>National Provider Identifier (NPI) Preparation (for health care providers only)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Report your NPI to ForwardHealth. <input type="checkbox"/> Submit 837 Health Care Claim electronic transactions to your program with only NPI and related data prior to implementation, if applicable.
<p>ForwardHealth Provider Portal Accounts</p> <ul style="list-style-type: none"> <input type="checkbox"/> Check that your computer systems and browsers meet the required standards for using the ForwardHealth Portal. <input type="checkbox"/> Request a personal identification number (PIN) for yourself or for your organization at www.forwardhealth.wi.gov/. <input type="checkbox"/> When the PIN arrives in the mail, set up a provider account at www.forwardhealth.wi.gov/ with the login ID and PIN. <input type="checkbox"/> If applicable, designate a trading partner to receive the 835 Health Care Claim Payment/Advice (835) for yourself or your organization.
<p>Provider Electronic Solutions (PES) Software (for providers who use PES)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Check your system requirements for the newest release of PES. <input type="checkbox"/> Conduct trading partner authorization testing.
<p>Trading Partner Portal Accounts (for providers who are also trading partners)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Complete and submit a new Trading Partner Profile. <input type="checkbox"/> Request a PIN for your trading partner account at www.forwardhealth.wi.gov/. <input type="checkbox"/> When the PIN arrives in the mail, set up a trading partner account at www.forwardhealth.wi.gov/ with the login ID and PIN. <input type="checkbox"/> Conduct required trading partner testing, including authorization testing for all transactions that you will exchange with ForwardHealth.
<p>Trading Partners (for providers who work with a trading partner)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Check that the trading partner has filled out a new Trading Partner Profile, set up a trading partner account on the Portal, and conducted required testing.
<p>Designation of the 835 Transaction</p> <ul style="list-style-type: none"> <input type="checkbox"/> Designate a trading partner to receive the 835 for yourself or your organization.
<p>Communications and Training</p> <ul style="list-style-type: none"> <input type="checkbox"/> Attend training sessions. <input type="checkbox"/> Read all <i>ForwardHealth Updates</i> and other publications pertaining to implementation. <input type="checkbox"/> Check the Department of Health Services Web site, dhs.wisconsin.gov/ForwardHealth/, frequently for new <i>Updates</i> or other important implementation news.

Preparing for Implementation Checklist, Continued

Provider Agreements

- Fill out a new Wisconsin Medicaid Provider Agreement (for Medicaid and BadgerCare Plus providers who have not participated in a recent recertification or submitted a new Provider Agreement recently).

Claim Forms

- Obtain and use only the most current version of paper claim forms, which includes:
 - ✓ 1500 Health Insurance Claim Form (dated 08/05).
 - ✓ UB-04 Claim Form.
 - ✓ American Dental Association 2006 Claim Form.
- Monitor and follow effective dates and end dates for submission of claim forms.

Prior Authorization Forms

- Obtain new prior authorization (PA) forms from the Portal or Provider Services.
- Monitor and follow effective dates and end dates for submission of PA forms.