

Affected Programs: All Programs

To: All Providers, HMOs and Other Managed Care Programs

Submitting Adjustment Requests for Claims and Adjustments Paid Prior to ForwardHealth interChange Implementation

With the implementation of ForwardHealth interChange, providers will be required to submit additional or modified information on claims and adjustment requests in order for them to process. These same billing requirements apply when submitting an adjustment request for claims or adjustments that paid prior to ForwardHealth implementation. The additional or modified information must be added to the original claim, along with the change to the claim requested by the provider.

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 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.

Submitting Adjustment Requests

Information required to process claims in ForwardHealth interChange differs from the current claims processing system. Providers submitting an adjustment request after ForwardHealth interChange implementation for claims or adjustments paid prior to implementation must include all newly required or modified information on the original claim in addition to the change being requested by the provider.

An example of newly required information for claims would be the inclusion of the provider's National Provider Identifier, taxonomy code, and ZIP+4 code. An example of modified information for claims submitted on the 1500 Health Insurance Claim Form would be the use of the most specific diagnosis codes. Valid, most specific diagnosis codes may have up to five digits. Claims submitted after ForwardHealth interChange implementation with three- or four-digit codes where four- and five-digit codes are available may be denied.

To ensure that all of the required or modified information is included properly on the claim to be adjusted, providers should refer to their program-

specific service-specific ForwardHealth interChange implementation claim form completion instructions issued in *Updates* during June, July, and August 2008.

Revised Adjustment/Reconsideration Request Form and Instructions

When submitting an adjustment request after ForwardHealth interChange implementation, providers are reminded to use the revised Adjustment/Reconsideration Request, F-13046 (10/08), and completion instructions. Refer to the program-specific service-specific post-implementation *Updates* regarding changes to paper and electronic claims submission for the revised adjustment request form and instructions.

Information Regarding Managed Care

This *Update* contains fee-for-service policy and applies to services members receive on a fee-for-service basis. For managed care policy, contact the appropriate managed care organization. HMOs are required to provide at least the same benefits as those provided under fee-for-service arrangements.

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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