

Affected Programs: BadgerCare Plus, Medicaid
To: All State-Contracted Managed Care Organizations

Managed Care Organization Information and Functions Available Through the ForwardHealth Portal

ForwardHealth will implement the ForwardHealth interChange system in November 2008, changing the way managed care organizations (MCOs) access data and information from ForwardHealth. This *ForwardHealth Update* provides an overview of information specific to MCOs, including how to access MCO reports and online resources available through the secure ForwardHealth Portal and secure File Transfer Protocol.

Background

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, managed care organizations (MCOs) will have a new way to verify member enrollment, receive managed care reports, submit encounter data, and access HealthCheck information 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.

Refer to the July 2008 *Update* (2008-97), titled "Establishing a Managed Care Organization Account on the ForwardHealth Portal and Designating a Trading Partner to Receive the 820 Payroll Deducted and Other Group Premium Payment for Insurance Products and the 834 Benefit Enrollment and Maintenance Transactions," for information on establishing an MCO Portal account.

The information in this *Update* applies to the following MCOs:

- HMOs — state-contracted HMOs including BadgerCare Plus and Medicaid Supplementary Security Income (SSI) HMOs.
- Long term care MCOs — including Family Care, Family Care Partnership, and Program for All-Inclusive Care for the Elderly (PACE).
- Special MCOs — specific organizations providing specific services including Wraparound Milwaukee and Children Come First.

Information and Functions Through the Portal

With ForwardHealth interChange, information will be available and electronic functions may be performed via the MCO Portal and secure File Transfer Protocol (FTP), as detailed in this *Update*. The public MCO page

will offer easy access to key MCO information and Web tools. A log-in will be required to access the secure area of the Portal to submit or retrieve account and member information that may be sensitive.

Certified Provider Listing

The Certified Provider Listing of all Medicaid-certified providers will be available via the Portal.

Contacting ForwardHealth Through the Portal

Questions may be communicated to ForwardHealth through the Portal by selecting the applicable program, user type, and typing in the question. Options and screen choices will vary based on the entered selections. A tracking number will be assigned to all inquiries.

Coordination of Benefits Extract/Insurance Carrier Master List

Coordination of Benefits Extract/Insurance Carrier Master List information will be available via the Portal and will follow the current schedule of quarterly updates.

Data Warehouse

The Data Warehouse will be linked from the Portal to Business Objects. The Business Objects function allows for online queries for MCO data. This functionality will be available to long term care MCOs.

Enrollment Verification

A member's enrollment information may be verified via the Portal by selecting the Enrollment link. Managed care organizations will be able to enter a member ID or Social Security number with date of birth and a "from date of service" and a "to date of service" range to retrieve enrollment data. A transaction number will be assigned to track the request.

Member Search

The member search function allows additional options for searching member information and returns member, medical status code, and managed care and Medicare information.

Provider Search

The provider search function returns provider information such as address, telephone number, provider ID, taxonomy code (if applicable), and provider type and specialty.

HealthCheck Information

HealthCheck program and member information will be available via the Portal including online query functions. Additionally, HealthCheck Periodicity Schedules and Wisconsin Immunization Registry will be linked from the Portal.

Refer to the July 2008 *Update* (2008-122), titled "HealthCheck Information Available Through the ForwardHealth Portal," for more information.

Managed Care Contact and Tech Sheets

Managed care organizations' contact information will be available via the Portal by selecting the MCO contact information link on the secure MCO home page. A MCO's contact information may be viewed by selecting the applicable link.

Technical contact information may also be accessed from the MCO home page via the MCO technical link on the secure Web page. Entries may be added to the contact information.

Maximum Allowable Fee Extracts

Managed Care Organization Maximum Allowable Fee Extracts will be posted on the secure area of the Portal and updated monthly. Family Care MCOs will continue to receive specialized maximum allowable fee schedules for their contracted services.

Messages

Messages will be sent electronically to users and retrieved through the secure area of the Portal.

Reports for Managed Care Organizations

ForwardHealth interChange will change how MCO reports are accessed and create new online resources from which MCOs may obtain information.

Additionally, MCOs will have access to other reports through different methods, including via the secure FTP site.

After implementation of ForwardHealth interChange, MCOs will receive reports through their account on the ForwardHealth MCO Portal. Managed care organizations are required to establish an MCO Portal account to receive reports from ForwardHealth.

Once ForwardHealth is implemented, MCOs may access the following reports from the MCO area of the Portal:

- Capitation Payment Listing Report.
- Cost Share Report.
- Enrollment Reports.

Refer to the Attachment of this *Update* for a matrix of reports with information on where each report can be accessed for HMOs and long term care MCOs.

Capitation Payment Listing Report

The Capitation Payment Listing Report replaces the current Remittance and Status Report and will be available via the MCO area of the Portal. The Capitation Payment Listing Report provides “payee” MCOs with a detailed listing of the members for whom they receive capitation payments. ForwardHealth interChange creates adjustment transactions information weekly and regular capitation transactions information monthly. The weekly batch report includes regular and adjustment capitation transactions. Managed care organizations will have the option of receiving both the Capitation Payment Listing Report and the 820 Payroll Deducted

and Other Group Premium Payment for Insurance Products (820) transactions.

Cost Share Report for Long Term Managed Care Organizations

The Cost Share Report applies to only long term care MCOs that provide Family Care, Family Care Partnership, and PACE services. After implementation of ForwardHealth interChange, MCOs will access their individual cost share report via the secure area of the Portal, which can be downloaded as an Excel file.

Enrollment Reports

Managed care organizations will be able to access enrollment information and receive enrollment reports via the Portal. Managed care organizations will have the option of receiving both the Enrollment Reports and the 834 Benefit Enrollment and Maintenance (834) transaction.

Initial Enrollment Roster Report

The Initial Enrollment Roster Report will be generated according to the annual schedules detailing the number of new and continuing members enrolled in the MCO and those disenrolled before the next enrollment month.

Final Enrollment Roster Report

The Final Enrollment Roster Report will be generated the last business day of each month and will include members who have had a change in status since the initial report and new members who were enrolled after the Initial Enrollment Roster Report was generated.

Reports and Information Via Secure File Transfer Protocol

Additional reports will be available for BadgerCare Plus HMOs, Medicaid SSI HMOs, and long term MCOs via FTP. BadgerCare Plus HMOs and Medicaid SSI HMOs will be able to access reports via the secure FTP, which will also be used for encounter reporting.

Encounter Data

After ForwardHealth interChange implementation, BadgerCare Plus HMOs and Medicaid SSI HMOs will continue to submit encounter data via secure FTP in a manner that closely mirrors their current encounter process.

Long term MCOs will use a link from the Portal to submit their encounter data.

Special MCOs will continue to submit their encounter data via their current process.

Modifications to Standard Electronic Transactions

Managed care organizations will be able to receive 820 and 834 electronic transactions via the Trading Partner area of the Portal with some modifications to the report format. Companion documents with instructions specifically for MCOs are currently available on the Trading Partner area of the Portal at www.forwardhealth.wi.gov/.

Refer to *Update 2008-97* for 820 and 834 transaction information.

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

Report Matrix

The Report Matrix below shows reports that will be available to HMOs and long term care (LTC) organizations with information on where each report can be accessed, effective with ForwardHealth interChange implementation.

Report Title	Applicable to HMOs and/or Long Term Care Organizations	Frequency	Location in the ForwardHealth Portal	HMO/Supplementary Security Income HMOs File Transfer Protocol Server	Additional information
HIPAA* 834 Benefit Enrollment and Maintenance	Both	Bi-monthly, same schedule as both initial and final enrollment reports.	Trading Partner area		
HIPAA 820 Payroll Deducted and Other Group Premium Payment for Insurance Products	Both	Weekly, after the auto adjustment cycle	Trading Partner area		
Managed Care Organizations (MCO) Enrollment Reports — Initial Enrollment Roster report and Final Enrollment Roster report	Both	Bi-monthly, same as current schedule.	MCO secure area		
Capitation Payment Listing report	Both	Weekly	MCO secure area		This report replaces Remittance and Status Report.
Certified Provider Listing	Both	Weekly	MCO secure area	Secure File Transfer Protocol (FTP) account	Lists all certified providers by provider type and specialty.
Enrollment History Report (Switching Report)	HMO	Monthly		Secure FTP account	No Change. The Enrollment History Report will be password protected and zip filed and placed on the HMO FTP server.

Report Title	Applicable to HMOs and/or Long Term Care Organizations	Frequency	Location in the ForwardHealth Portal	HMO/Supplementary Security Income HMOs File Transfer Protocol Server	Additional information
HMO Lead Testing Report	HMO	Quarterly		Secure FTP account.	Quarterly report identifying one, two, and three year olds needing a lead test. This report will eventually be migrated to the Wisconsin Immunization Registry.
HMO Diabetes Management	HMO	Quarterly		Secure FTP account	No change. Available to HMOs identifying members and most recent dates of service for three different tests.
HMO Submission Status Report (SSR)	HMO	Monthly. The SSR will continue to be sent by the 25 th of each month on the FTP server.		Secure FTP account	<p>Erred SSR Record Section — Billing provider ID Number field size changes for 8 to 10; Fields added to file for billing, performing, taxonomy code, and ZIP code. Diagnosis Related Group (DRG) field will expand from 3 digits to 4 digits.</p> <p>This is a monthly report sent to HMOs. The report identifies whether or not their encounter claims were accepted through the editing process, and also identifies which claims were put in error status. The report consists of six types of records found in encounter data. The subsections include an overall summary report, an aging report that identifies how long each encounter record error has been identified, an accepted record section, an error section, a section for loading errors (does not go to the error section), and a</p>

Report Title	Applicable to HMOs and/or Long Term Care Organizations	Frequency	Location in the ForwardHealth Portal	HMO/Supplementary Security Income HMOs File Transfer Protocol Server	Additional information
					duplicate record section. The report is currently distributed to each HMO on the FTP server.
CMO Encounter Submission Status Report	LTC	Monthly	Encounter Submission Web Site		
Encounter Type Summary Report	HMO	Monthly		Secure FTP account.	No change. Report identifies encounters that were accepted by category (dental, inpatient, and medical) by month and by year-to-date for non-Supplemental Security Income (SSI) and SSI encounter claims.
Maximum Allowable Fee Schedules	Both	Monthly	MCO Secure Site	Secure FTP account	Lists the Medicaid allowable fees for procedures or services. The report includes the Durable Medical Equipment (DME) Index.
Maximum Allowable Fee Schedule — Family Care	LTC	Monthly	MCO Secure Site		Lists the Medicaid allowable fees for procedures or services for the Family Care benefit plan.
Coordination of Benefits (COB) Report	HMO	Monthly	MCO Secure Site		Identifies Medicaid eligible enrollees with other insurance coverage.
COB Extract	Both	Monthly	MCO Secure Site	Secure FTP account	Identifies Medicaid eligible enrollees with other insurance coverage.
COB Carrier List	Both	Monthly	MCO Secure Site		
Nursing Home Rate file	Both	Monthly	MCO Secure Site		
Outpatient Rate file	Both	Monthly	MCO Secure Site		
SSI Continuity of Care Report (CCR)	HMO	Monthly		Secure FTP account	

Report Title	Applicable to HMOs and/or Long Term Care Organizations	Frequency	Location in the ForwardHealth Portal	HMO/Supplementary Security Income HMOs File Transfer Protocol Server	Additional information
SSI HMO New Enrollment Report	HMO	Monthly		Secure FTP account	SSI HMO enrollment reports are the same as the HMO.
SSI Provider Claim History Report	HMO	Monthly		Secure FTP account	
SSI Pharmacy Claim History Report	HMO	Monthly		Secure FTP account	
SSI DME Claim History Report	HMO	Monthly		Secure FTP account	
SSI Predictive Risk Report	HMO	Monthly		Secure FTP account	
HealthCheck Report	HMO	Monthly	MCO secure area	Secure FTP account	List of HealthCheck fee-for-service claims for newly enrolled children.
Pharmacy Extract	HMO	Weekly	Trading Partner area		PACE/Partnership is not included.
Family Care Cost Share	LTC	Monthly	MCO secure area		
COB report	SSI HMOs	Monthly		Secure FTP account	
COB report	LTC	Monthly	MCO secure area/Business Objects		Business Objects report accessible via the Business Objects link on the MCO area of the Portal.
Family Care Health History Report	LTC	Weekly	MCO secure area/Business Objects		This report was previously sent via e-mail for Family Care. Contains member claim and prior authorization data.
LTCFS CMO Data Export	LTC	Monthly	MCO secure area/Business Objects		

* HIPAA: Health Insurance Portability and Accountability Act of 1996.